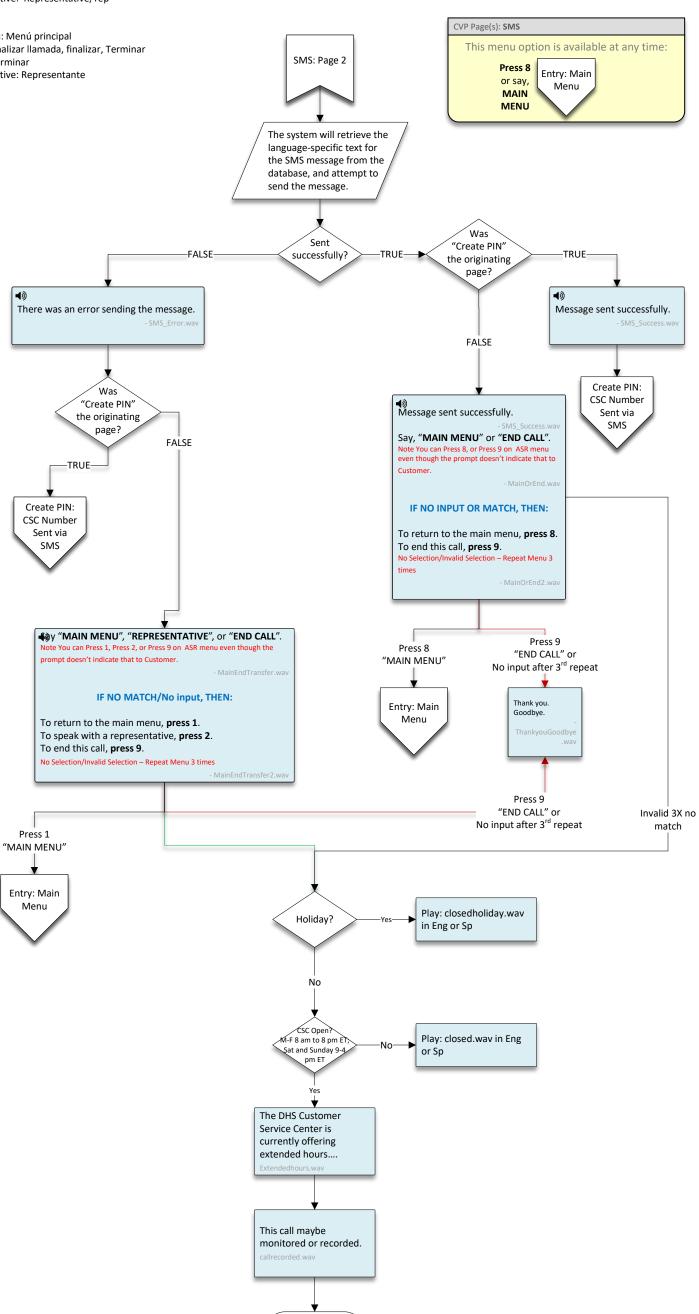


Engish: Main Menu: Main Menu End Call: End, End Call Representative: Representative, rep

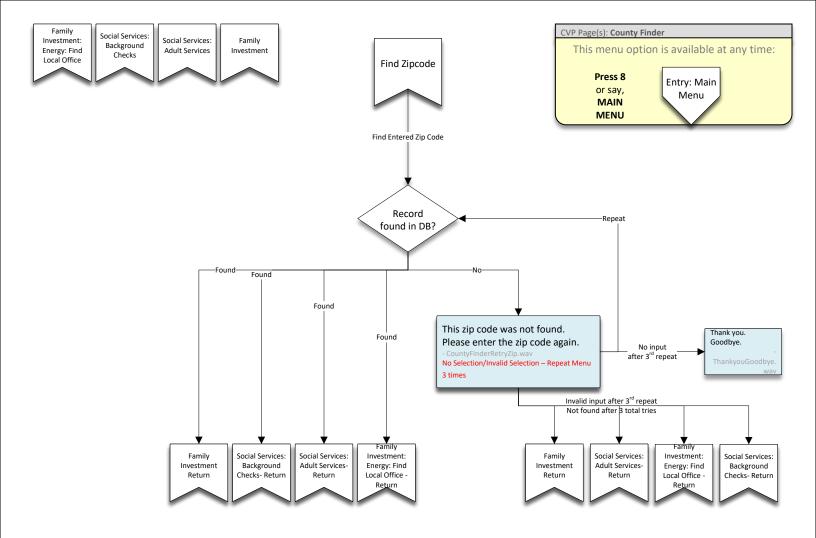
Main Menu: Menú principal End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Representative: Representante

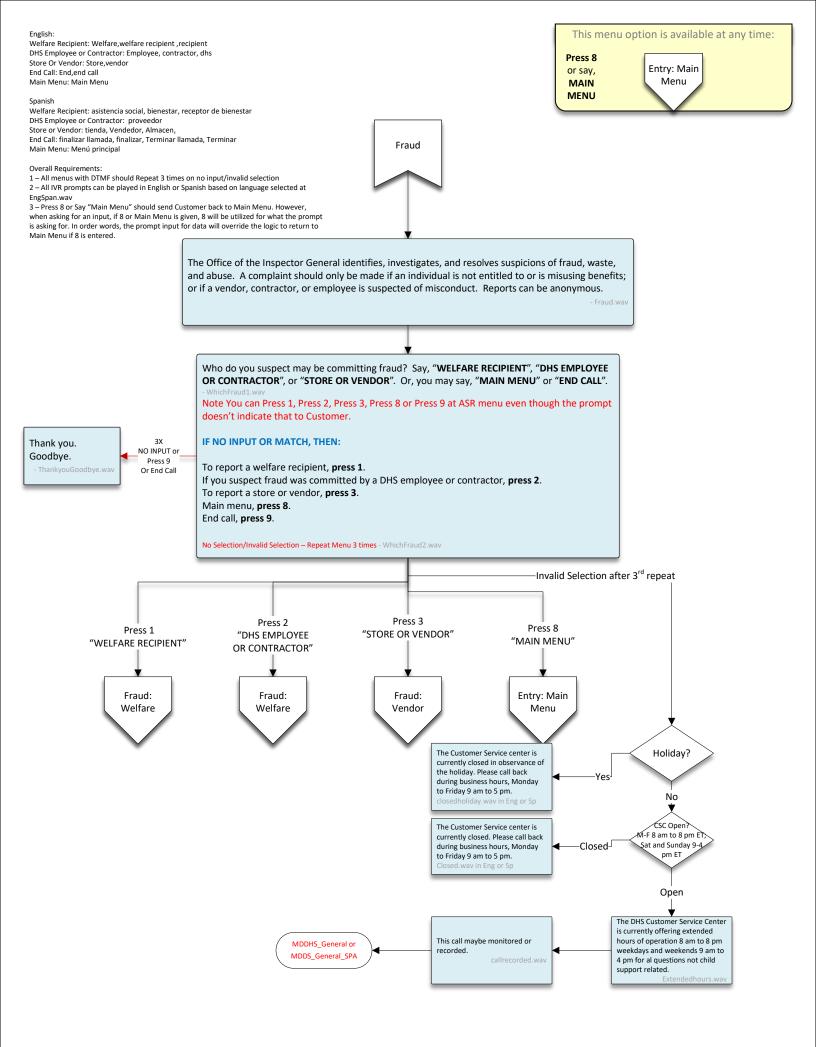
Spanish:

- 1. Sending a text from cell with error message pass..error message and press 8/Say main menu and got main menu
- 2. Sending a text from cell with error message pass..error message and press2 extended hours message pass
- 3. Sending a text from cell with error message pass..error message and press9 Thank you goodbye.—pass
- 4. Sending a text from cell with error message pass..error message and press9 –invalid selection of 7. go to MainEndtrasfer2, press 1 to go to main menu pass
- 5 4. Sending a text from cell with error message pass..error message and press9 –invalid selection of 7. go to MainEndtrasfer2, press 2 hear extended message pass
- 6 Sending a text from cell with error message pass..error message and press9 –invalid selection of 7. go to MainEndtrasfer2, press 9 say thank you and goodbye.pass

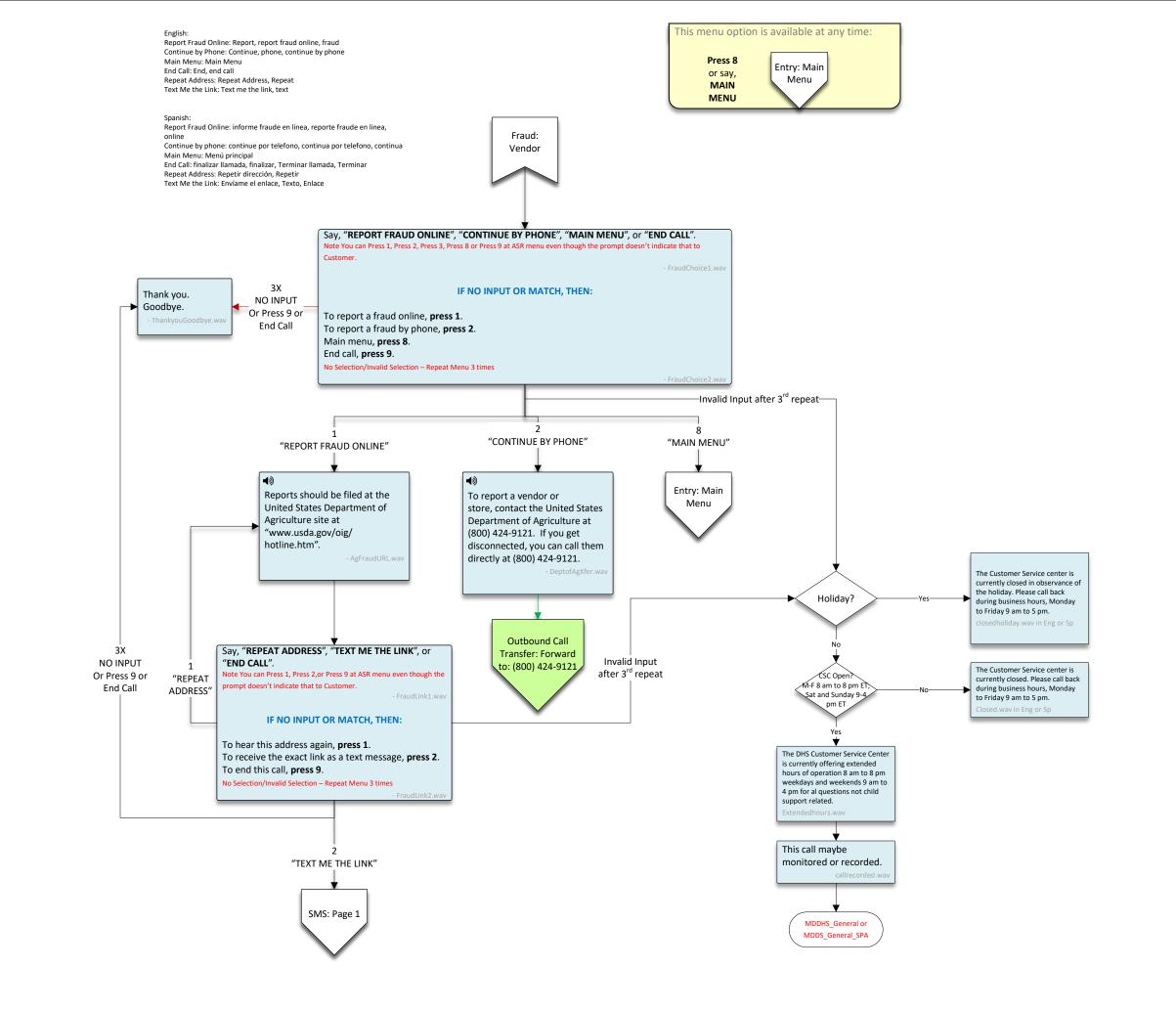


MDDHS\_General or





English: Report Fraud Online: Report, report fraud online, fraud Continue by Phone: Continue, phone, continue by phone Main Menu: Main Menu End Call: End, end call I'll Call Back: Ill call back, call back Repeat Address: Repeat address, repeat Text Me the Link: Text me the link, text CVP Page(s): FraudWelfare Spanish This menu option is available at any time: . Report Fraud Online: informe fraude en linea, reporte fraude en linea, Fraud: online Welfare Continue by phone: continue por telefono, continua por telefono, continua Press 8 Entry: Main Main Menu: Menú principal or say, End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Menu MAIN I'll Call Back: Volveré a llamar, llamar de vuelta MENU Repeat Address: Repetir dirección, Repetir Text Me the Link: Envíame el enlace, Texto, Enlace Say, "REPORT FRAUD ONLINE", "CONTINUE BY PHONE", "MAIN MENU", or "END CALL". Thank you. Goodbye. Note You can Press 1, Press 2, Press 3, Press 8 or Press 9 at ASR menu even though the prompt doesn't indicate that to Press 9 "Say End Call" IF NO INPUT OR MATCH, THEN: Thank you. 3X Goodbye. NO INPUT To report a fraud online, press 1. Press 8 "Say Entry: Main Main Menu To report a fraud by phone, press 2. Menu Main menu, press 8. End call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times Press 1 "REPORT FRAUD ONLINE" Press 2 "CONTINUE BY PHONE" or Reports can be submitted at Invalid Selection after 3rd repeat "www.dhr.state.md.us" by Press 1 selecting "Services", and then Our office is currently closed. However, your report is important to us. Our office 'REPORT Hours are Monday through Friday, from 8am to 5pm. Say, "REPORT FRAUD ONLINE" or "Office of the Inspector General". FRAUD "I'LL CALL BACK". Note You can Press 1, Press 2, at ASR menu even though the prompt ONLINE" doesn't indicate that to Customer AfterHoursFraud1.wav IF NO INPUT OR MATCH. THEN: Α To report a fraud online, press 1. Otherwise, please call back during business hours, Monday through Friday, 8am to 5pm. Say, "REPEAT ADDRESS", "TEXT ME THE LINK", or "END CALL", Note You can Press 1, Press 2, or Press 9 at ASR menu even though the No Selection/Invalid Selection – Repeat Menu 3 times "REPEAT prompt doesn't indicate that to Customer. ADDRESS - FraudLink1.way "I'LL CALL BACK"/press 2 IF NO INPUT OR MATCH, THEN: No selection Invalid Selection To hear this address again, press 1. Holiday or Closed To receive the exact link as a text message, press 2. To end this call, press 9. We look forward to hearing from you. LookForward.wav No Selection/Invalid Selection – Repeat Menu 3 times Thank you. Goodbye. - Goodbye.wav No Selection After 3<sup>rd</sup> repeat Invalid Selection after 3<sup>rd</sup> repeat or Press 9 Holiday? Thank you. Goodbye. Press 2 "TEXT ME THE LINK" No Holiday SMS: Page 1 CSC Open? M-F 8 am to 8 pm ET, Sat and Sunday 9-4 pm ET The DHS Customer Service Center is currently offering extended This call maybe hours of operation 8 am to 8 pm MDDHS\_General or monitored or recorded. weekdays and weekends 9 am to Open MDDS General SPA 4 pm for al questions not child support related.



FIA- Snap

#### English:

Do I Qualify: Do I qualify, qualify

Request An Application: Request, request an application, application Find My Local Office: Find my local office, local office Other Questions: Other, other questions

Main Menu: Main Menu

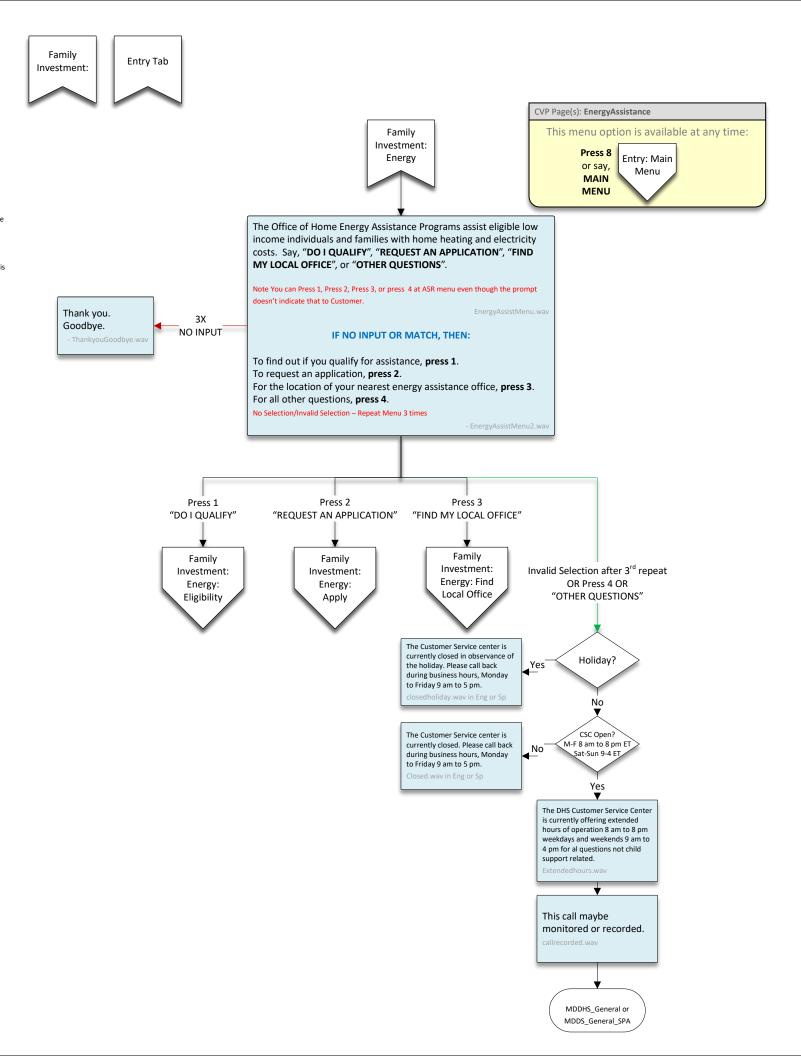
Spanish Do I Qualify: Calificar,califico

Request An Application: pedir una solicitud, solicitud Find My Local Office: encontrar mi oficina local, oficina local

Other Questions: otras preguntas, otras Main Menu: Menú principal

#### Overall Requirements:

- 1 All menus with DTMF should Repeat 3 times on no input/invalid selection
- 2 All IVR prompts can be played in English or Spanish based on language selected at EngSpan.wav
- 3 Press 8 or Say "Main Menu" should send Customer back to Main Menu. However, when asking for an input, if 8 or Main Menu is given, 8 will be utilized for what the prompt is asking for. In order words, the prompt input for data will override the logic to return to Main Menu if 8 is



### English: Mail Me An Application: Mail, mail application, mail me an

application
Walk-In Appointment: walk in, walk in appointment
Apply Online: online , apply online
Repeat that Address: Repeat that address, repeat
Text me the link: Text me the link, text
Apply in Person: Apply in person, in person, apply
Mail me a Paper Application: Mail me a paper application,
paper application, mail, application
Representative: Representative, rep
End Call: End call, end
Main Menu: Main Menu

# Spanish

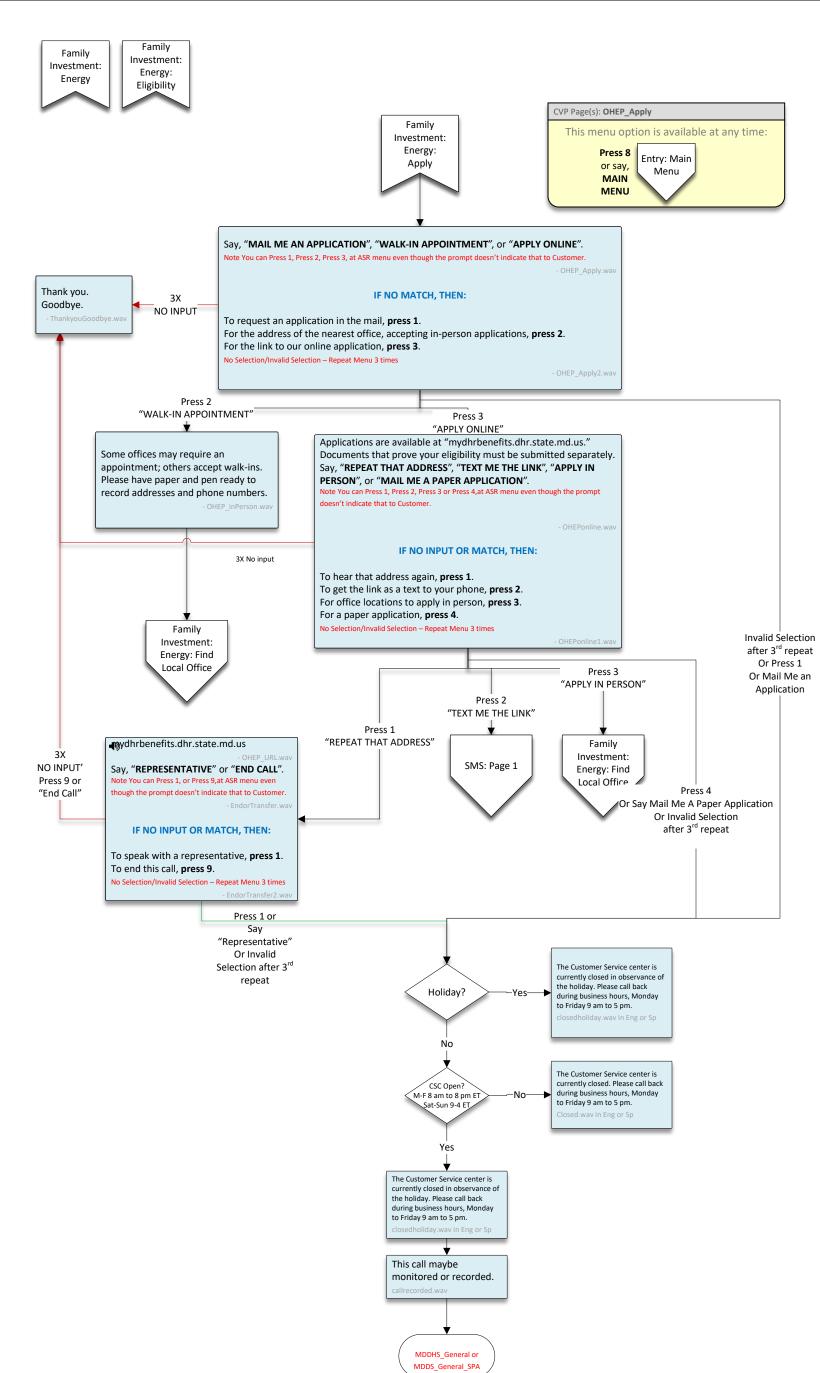
Spanish
Mail Me An Application: enviar por correo una solicitud,
aplicacion de correo
Walk-In Appointment: Cita, caminar en la cita
Apply Online: en linea, aplica online
Repeat that Address: Repetir dirección, Repetir
Text me the link: enviame el enlace, texto, enlace
Apply in Person: Aplicar en persona, en persona, aplicar
Mail me a Paper Application: Envíeme una solicitud en papel,
solicitud en papel, correo, solicitud
Representative: Representante
End Call: finalizar llamada, finalizar, Terminar llamada,
Terminar
Main Menu: Menú principal

## Overall Requirements:

1 – All menus with DTMF should Repeat 3 times on no input/invalid selection

2 – All IVR prompts can be played in English or Spanish based on language selected at EngSpan.wav

3 – Press 8 or Say "Main Menu" should send Customer back to Main Menu. However, when asking for an input, if 8 or Main Menu is given, 8 will be utilized for what the prompt is asking for. In order words, the prompt input for data will override the logic to return to Main Menu if 8 is entered.



English: How to Apply: how to apply, apply Representative: Representative, rep End Call: End call, end Main Menu: Main Menu

Spanish How to Apply: como aplicar, aplicar Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, Terminar

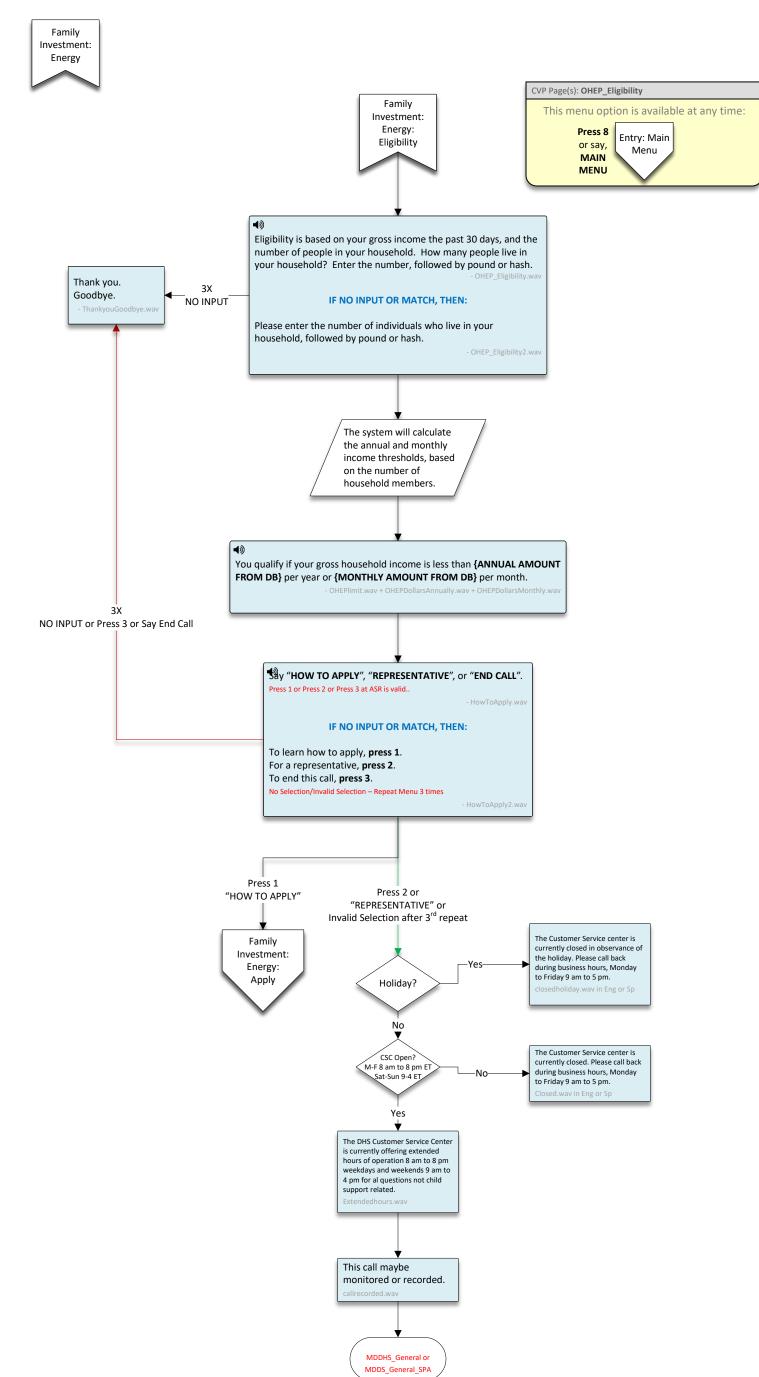
Main Menu: Menú principal

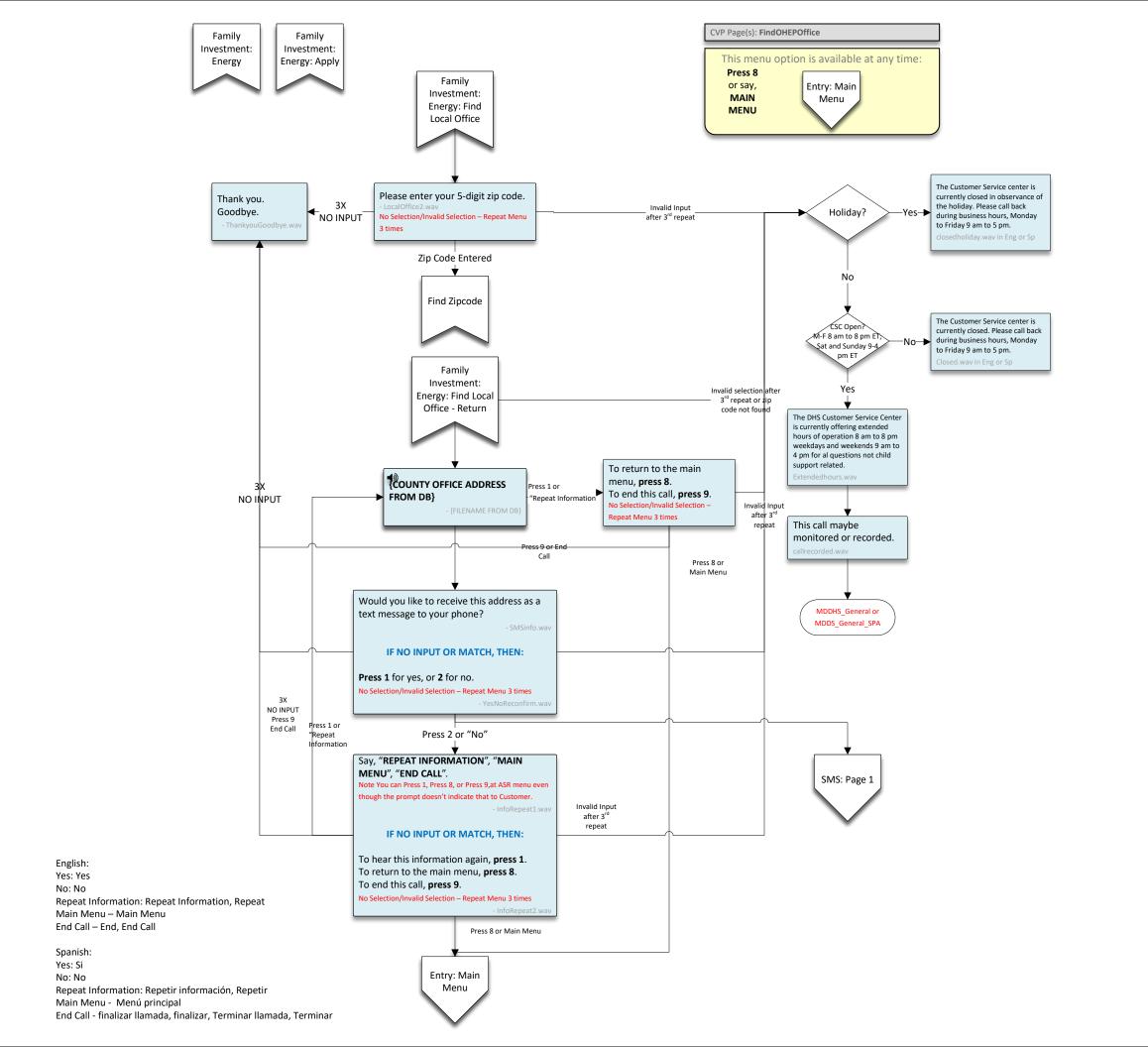
Overall Requirements: 1 – All menus with DTMF should Repeat 3 times on no

input/invalid selection

2 – All IVR prompts can be played in English or Spanish based on language selected at EngSpan.wav

3 – Press 8 or Say "Main Menu" should send Customer back to Main Menu. However, when asking for an input, if 8 or Main Menu is given, 8 will be utilized for what the prompt is asking for. In order words, the prompt input for data will override the logic to return to Main Menu if 8 is entered.

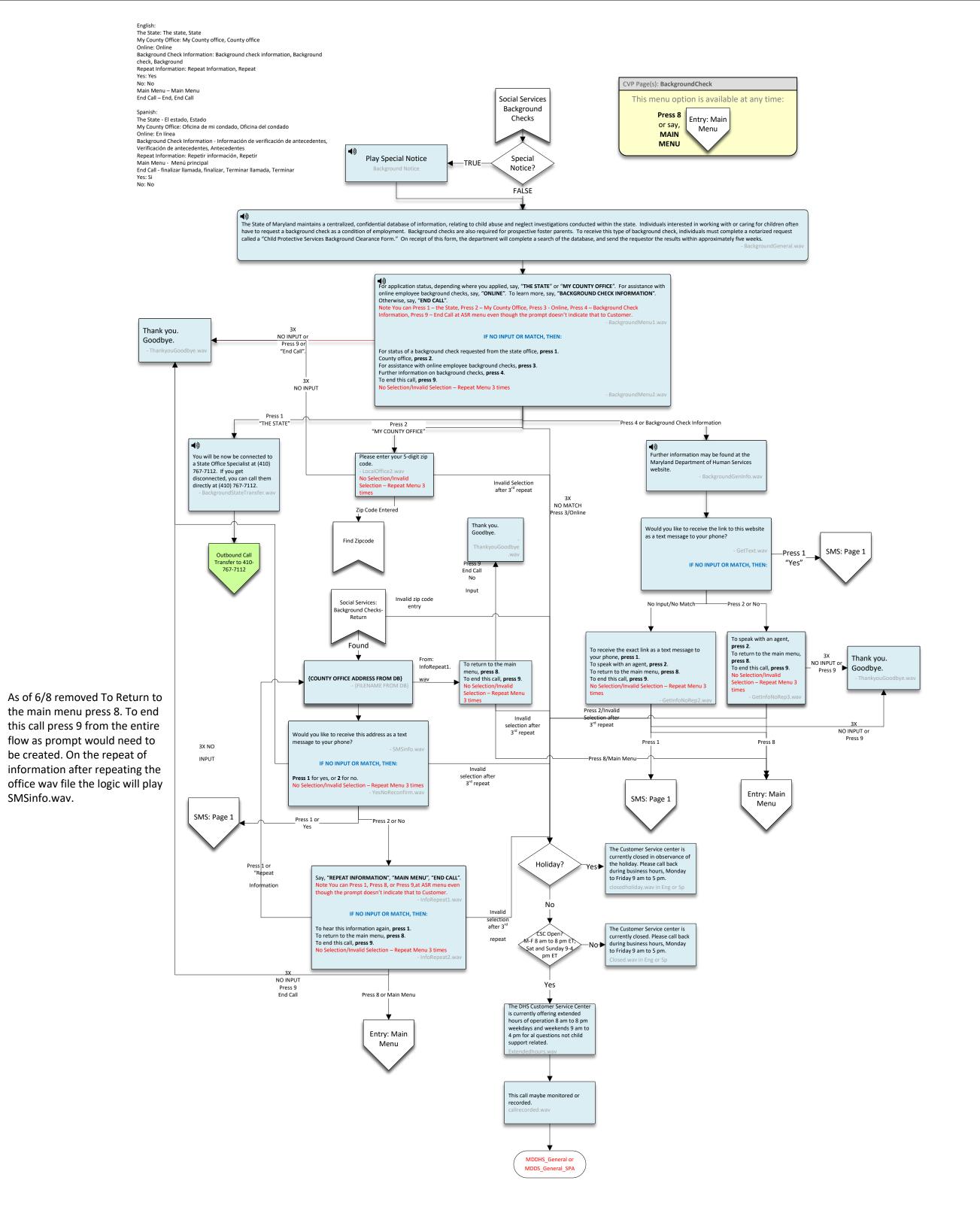




Repeat Information: Repeat Information, Repeat Main Menu – Main Menu End Call – End, End Call CVP Page(s): AdultServices Spanish: This menu option is available at any time: Yes: Si **Adult Services** Press 8 No: No Entry: Main Repeat Information: Repetir información, Repetir or say, Menu Main Menu - Menú principal MAIN End Call - finalizar llamada, finalizar, Terminar llamada, MENU Terminar Play Special Notice Special —TRUE— Notice? FALSE Adult services programs serve vulnerable adults (18 or older), who are subject to abuse, neglect, exploitation, or self-neglect; and lack the physical or mental capacity to provide for their daily needs. Adult services, such as in-home aides, placement for vulnerable adults, guardianship, respite care, and casemanagement services are offered through local departments of social services. Would you like to hear this information again? Thank you. IF NO INPUT OR MATCH, THEN: Goodbye. Press 1, "YES" Press 1 for yes, or 2 for no. Press 2, "NO" would your like to receive a text message with more information about services for vulnerable adults? SMS: Page 1 3X NO INPUT IF NO MATCH, THEN: Press 1 for yes, or 2 for no. o Selection/Invalid Selection – Repeat Menu 3 times Press 2, "NO" Would you like the location and phone number for your local Adult Services Specialist? Invalid Selection after 3<sup>rd</sup> repeat 3X NO INPUT or IF NO INPUT OR MATCH, THEN: Press 2 or "No" Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times Press 2/Say "No" Invalid Selection after 3<sup>rd</sup> repeat The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am to 5 pm. Please enter your 5-digit zip 3X NO INPUT No Selection Invalid zip code Holiday? Entered zipcode CSC Open? M-F 8 am to 8 pm ET; Sat and Sunday 9-4 Find Zipcode The Customer Service center is currently closed. Please call back during business hours, Monday to Friday 9 am to 5 pm. Entry: Main pm ET Menu Yes \_\_\_\_ The DHS Customer Service Center Social Services: is currently offering extended hours of operation 8 am to 8 pm Adult Services-Return weekdays and weekends 9 am to 4 pm for al questions not child Press 8 Main Menu support related. Found Invalid selection after 3<sup>rd</sup> repeat To return to the main menu, **press 8**.

To end this call, **press 9**. Press 1 or {COUNTY OFFICE ADDRESS FROM DB} "Repeat This call maybe Information monitored or recorded. 3X NO Would you like to receive this address as a text message to your phone? INPUT Invalid selection after MDDHS\_General or 3<sup>rd</sup> repeat IF NO INPUT OR MATCH, THEN: MDDS\_General\_SPA Press 1 for yes, or 2 for no. SMS: Page 1 No Selection/Invalid Selection – Repeat Menu 3 times Press 9 or after 3<sup>rd</sup> Press 2 or No Say, "REPEAT INFORMATION", "MAIN MENU", "END CALL". Note You can Press 1, Press 8, or Press 9, at ASR men even though the prompt doesn't indicate that to selection after IF NO INPUT OR MATCH, THEN: Press 1 or "Repeat To hear this information again, press 1. To return to the main menu, press 8.
To end this call, press 9. Information d Selection – Repeat Menu 3 times No Input Press 8 Main menu End Call Thank you. Entry: Main Goodbye. Menu

English: Yes: Yes No: No



Engini.
Foster Care and Adoption Specialist: Foster Care and Adoption Specialist, Foster Care, Adoption Specialist Yes: Yes No: No Main Menu – Main Menu End Call – End, End Call Spanish: Foster Care and Adoption Specialist: Especialista en adopción y cuidado de crianza, CVP Page(s): FosterCare Orfanato, Especialista en adopción Main Menu - Menú principal End Call - finalizar llamada, finalizar, Terminar llamada, Terminar Social This menu option is available at any time: Services: Press 8 Yes: Si No: No Entry: Main **Foster Care** or say, Menu MAIN MENU **4**》 Play Special Notice -Special TRUE FosterCare Notice Notice? **FALSE** Maryland is looking for foster and adoptive parents who love children, and can help give them the emotional support and stability they need to grow into strong, healthy adults. There are many Maryland children in need of stable, permanent homes. Maryland dual-licenses their families as foster and adoptive homes. Would you like to receive a text message with more information about becoming a foster or adoptive parent? Thank you. 3X Goodbye. IF NO INPUT OR MATCH, THEN: NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times 1, "YES" 2, "NO" SMS: Page 1 After 3<sup>rd</sup> menu repeat, no match 📆 y, "FOSTER CARE AND ADOPTION SPECIALIST" or "END CALL". Note You can Press 1 or Press 9 – End Call at ASR menu even though the prompt doesn't indicate that to Customer. 3X IF NO INPUT OR MATCH, THEN: NO INPUT or Press 9 or To speak with a Foster Care and Adoption Specialist, press 1. **End Call** To speak with the Foster Parent Ombudsman, press 2. To end this call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times - FosterCareEndorTransfer2.wav After 3<sup>rd</sup> menu repeat, no match Press 2 Press 1 "FOSTER OMBUDSMAN" "ADOPTION SPECIALIST" **4**0) The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday You will now be connected to a Foster Care and Adoption Specialist at (410) Holiday? 767-7908. If you get disconnected you can call them directly at (410) 767-7908. to Friday 9 am to 5 pm. No The Customer Service center is currently closed. Please call back during business hours, Monday CSC Open? M-F 8 am to 8 pm FT Outbound at and Sunday 9 Call Transfer to Friday 9 am to 5 pm. pm ET 10-767-7908 Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded. MDDHS\_General or MDDS\_General\_SPA

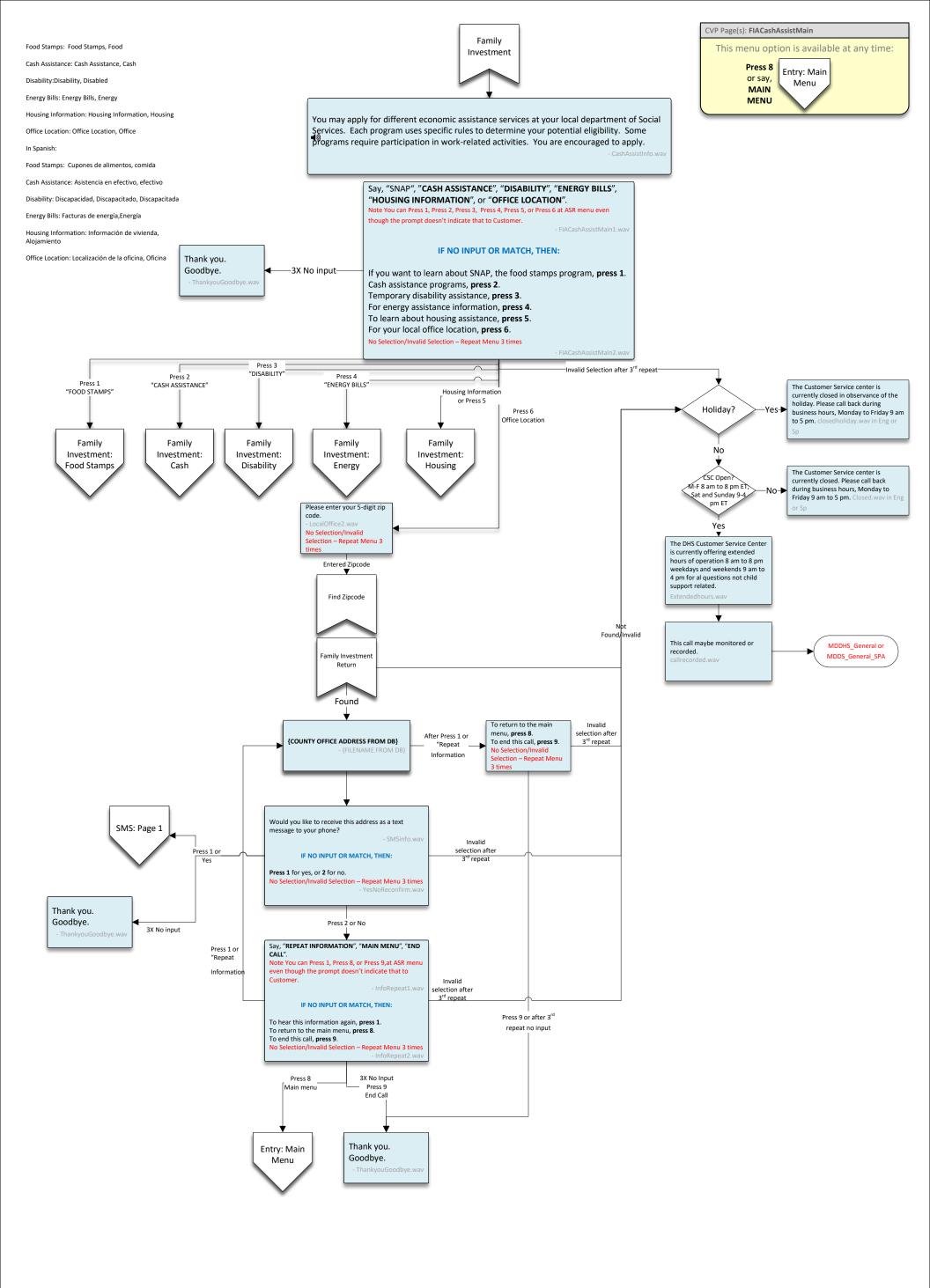
Yes: Yes No: No Main Menu - Main Menu End Call – End, End Call Spanish: Licensing Specialist: Especialista en licencias, Licencia CVP Page(s): GroupHome Main Menu - Menú principal End Call - finalizar llamada, finalizar, Terminar llamada, Terminar Yes: Si Social This menu option is available at any time: Services: Press 8 No: No **Group Homes** Entry: Main or say, Menu MAIN MENU ♥ay Special Notice Special - GroupHome -TRUE-Notice? Notice **FALSE** The first step for an organization to become a group home provider for children is to respond to a Department of Human Resources published statement of need. A statement of need is an official Department of Human Resources certification of public need in a Maryland county or region. Statements of Need are infrequent, but, when issued, are published in the Maryland Register. Would your like to receive further information about Group Home licensing requirements as a text message to your phone? Thank you. 3X Goodbye. IF NO INPUT OR MATCH, THEN: NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times - YesNoReconfirm.wa 1, "YES" After 3<sup>rd</sup> menu repeat, no match 2, "NO" SMS: Page 1 Say, "LICENSING SPECIALIST" or "END CALL". 3X IF NO INPUT OR MATCH, THEN: NO INPUT or Press 9 To transfer to a licensing specialist, press 1. Or End Call To end this call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times -After 3<sup>rd</sup> menu repeat, no match-The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am to 5 pm. Press 1 Holiday? "Licensing SPECIALIST" **4**》 No Outbound You will be now be connected to a Call Transfer Licensing Specialist at (410) 767-7871. (410) 767-The Customer Service center is currently closed. Please call back If you get disconnected you can call CSC Open 7871 them directly at (410) 767-7382. M-F 8 am to 8 pm ET; Sat and Sunday 9-4 during business hours, Monday to Friday 9 am to 5 pm. GroupHomeXfer.wav pm ET Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded. MDDHS General or MDDS\_General\_SPA

English: Licensing Specialist: Licensing Specialist, Licensing

Payment Hotline: payment hotline, payment Text Me Information: Text me, sms, text, text me information Main Menu – Main Menu End Call – End, End Call CVP Page(s): SSAPayment Spanish: Payment Hotline: linea directa de pago, pago This menu option is available at any time: Social Text Me Information: escribeme, sms, texto Main Menu - Menú principal Services: Press 8 End Call - finalizar llamada, finalizar, Terminar llamada, Terminar **Payments** Entry: Main or say, Menu MAIN MENU Foster parents receive a monthly board rate to care for foster children. Adoptive parents and relative guardians can receive assistance payments on behalf of a child or youth they adopted or for whom they became the guardian.  $\label{eq:control}$ **\$**∂y, "PAYMENT HOTLINE", "TEXT ME INFORMATION", or "END CALL". Note You can Press 1, Press 2, or Press 9 – End Call at ASR menu even though the prompt doesn't indicate that to Customer 3X Thank you. IF NO INPUT OR MATCH, THEN: NO INPUT Goodbye. Press 9 To transfer to the Payment Hotline, press 1. ThankyouGoodbye.wav **End Call** To receive text information about foster care, adoption, and guardianship payments, press 2. To end this call, press 9. No Selection/Invalid Selection - Repeat Menu 3 times –Invalid input after 3<sup>rd</sup> repeat. Press 1 Press 2 The Customer Service center is currently closed in observance of "PAYMENT HOTLINE" "TEXT ME INFORMATION" the holiday. Please call back Holiday? during business hours, Monday to Friday 9 am to 5 pm. **4**》 closedholiday.wav in Eng or Sp You will now be connected to the Payment Hotline at 1-877-347-2729. SMS: Page 1 No If you get disconnected you can call them directly at 1-877-347-2729. The Customer Service center is CSC Open currently closed. Please call back M-F 8 am to 8 pm ET; during business hours, Monday Sat and Sunday 9-4 to Friday 9 am to 5 pm. pm ET Closed.wav in Eng or Sp Outbound Yes Call Transfer The DHS Customer Service Center 1-877-347is currently offering extended 2729 hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded. MDDHS\_General or

MDDS\_General\_SPA

English:



Yes
The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related.

This call maybe monitored or recorded.

MDDHS\_General or MDDS\_General\_SPA

No: No Representative: Representative, rep End Call: End call, end Main Menu: Main Menu CVP Page(s): DisabilityAssistance Yes: Si No: No Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Family This menu option is available at any time: Investment: Press 8 Disability Entry: Main or say, Main Menu: Menú principal Menu MAIN MENU Play Special Notice Special Variable: -TRUE-DisabilityAssistNotice Notice? DisabilityAssistNotice FALSE The Temporary Disability Assistance Program provides monthly cash payments for eligible low-income, disabled Marylanders, while they are awaiting approval of federal disability support. TDA is funded through the State of Maryland to provide help to individuals without dependent children. Temporal tem (3) Would your like to receive more information SMS: Page 1 about the Temporary Disability Assistance "YES" Program as a text message to your phone? Thank you. 3X Goodbye.NO INPUT IF NO INPUT OR MATCH, THEN: Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times 3X No Match 2, "NO" Say, "REPRESENTATIVE" or "END CALL". 3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 9 To speak with a representative, press~1.**End Call** To end this call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times - EndorTransfer2.way Press 1
"REPRESENTATIVE" 3X No Mat The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday Holiday? to Friday 9 am to 5 pm. No The Customer Service center is currently closed. Please call back CSC Open? M-F 8 am to 8 pm ET; Sat and Sunday 9-4 during business hours, Monday to Friday 9 am to 5 pm. pm ET Closed.wav in Eng or Sp Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded.

MDDHS\_General or MDDS\_General\_SPA

Yes: Yes

Main Menu: Main Menu In Spanish: CVP Page(s): FoodStamps Yes: Si No: No Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, Family This menu option is available at any time: Investment: Press 8 Terminar Main Menu: Menú principal Food Stamps Entry: Main or say, Menu MAIN Have foodstamp closed message for their hours? MENU Play Special Notice Special -TRUE-Variable:FoodStampsNotice FoodStampsNotice Notice? FALSE **4**》 The Food Supplement Program (also known as SNAP or Food Stamps) is a means-tested program that helps low-income households, regardless of occupant age, to purchase food. Applicants must meet specific eligibility criteria before being approved, and receiving an EBT card, except in the case of emergency, expedited benefits. Would your like to receive more information about Food Stamps as a text message to your phone? Thank you. 3X Goodbye. IF NO INPUT OR MATCH, THEN: NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times - YesNoReconfirm.wa After 3<sup>rd</sup> repeat No 1, "YES" Match SMS: Page 1 2, "NO" (a) Say, "REPRESENTATIVE" or "END CALL". 3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 9 To speak with a representative, press 1. End Call To end this call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times After 3<sup>rd</sup> repeat No Match Press 1
"REPRESENTATIVE" The Customer Service center is the Customer service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 8 am to 5 pm. Holiday? closedholiday.wav in Eng or Sp No The Customer Service center is currently closed. Please call back CSC Open? M-F 8 am to 5 pm ET during business hours, Monday to Friday 8 am to 5 pm. Yes This call maybe monitored or recorded. MDDHS\_FSP

Yes: Yes No: No

Representative: Representative, rep End Call: End call, end No: No Representative: Representative, rep End Call: End call, end Main Menu: Main Menu Yes: Si No: No CVP Page(s): HousingAssistance Representative: Representante Family This menu option is available at any time: End Call: finalizar llamada, finalizar, Terminar llamada, Investment: Terminar Press 8 Housing Main Menu: Menú principal Entry: Main or say, Menu MAIN MENU Play Special Notice Special TRUE. HousingAssistNotice Notice? FALSE Several programs exist to address the needs of Maryland's homeless population and those in danger of becoming homeless. Not all services are available in all counties. If you are at risk of becoming homeless and need help, the Public Assistance to Adults Program provides monthly payments to qualified individuals who reside in an assisted living program, a CARE home, or a Department of Health and Mental Hygiene rehabilitative residence. Emergency Assistance for Families with Children (or EAFC) provides cash assistance to families who need emergency help, paying rent or utilities. EAFC prevents eviction, foreclosure, and utility cut-offs for needy households that include a person under 21 years old. (Would you like to hear this information again? 1, "YES"-3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times Thank you. Goodbye. Press 2, "NO" SMS: Page 1 Would you like to receive more information about Housing Assistance Programs as a text message to your phone? 1, "YES" 3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times Press 2, "NO" (3) Say, "REPRESENTATIVE" or "END CALL". - EndorTransfer.wav 3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 9 To speak with a representative, press 1. **End Call** To end this call, press 9. No Selection/Invalid Selection - Repeat Menu 3 times 3X No match Press 1 "REPRESENTATIVE" The Customer Service center is The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am to 5 pm. Holiday? No CSC Open? currently closed. Please call back M-F 8 am to 8 pm ET; during business hours, Monday to Friday 9 am to 5 pm. Şat and Sunday 9-4 pm ET Closed.wav in Eng or Sp The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related.

This call maybe monitored or recorded.

MDDHS\_General or MDDS General SPA

Yes: Yes

Health Benefit Exchange: Health benefit exchange, exchange, benefit exchange Long Term Care :long term care, long term Office Location: Office Location, Office Repeat Information: Repeat Information, Repeat Yes: Yes No: No Main Menu – Main Menu CVP Page(s): FIAMedicalMain End Call – End, End Call In Spanish: Family This menu option is available at any time: Investment: Medical Assistance: Asistencia medica, Médica, Médico Press 8 Medical Health Benefit Exchange: Intercambio de beneficios de salud, Intercambio de beneficios, Intercambiar Entry: Main or say, Menu Long Term Care: Cuidado a largo plazo, A largo plazo Office Location: Localización de la oficina, Oficina Repeat Information: Repetir información, Repetir MAIN MENU Main Menu - Menú principal End Call - finalizar llamada, finalizar, Terminar llamada, Terminar Yes: Si No: No Medical Assistance, Medicaid, Maryland Health Benefits Exchange (also known as Maryland Health Connection), and Long Term Care are means-tested programs that help low-income families and individuals obtain access to health care. Specific eligibility requirements must be met. \*Bearn more about these programs, say, "MEDICAL ASSISTANCE", "HEALTH BENEFIT EXCHANGE", "LONG TERM CARE", or "OFFICE" LOCATIONS". Note You can Press 1, Press 2, Press 3, Press 4 at ASR menu even though the prompt doesn't indicate that to Customer. Thank you. IF NO INPUT OR MATCH, THEN: Goodbye. For Medical Assistance and Medicaid information, press 1. To learn about the Maryland Health Benefits Exchange, press 2. To find out about Long Term Care, press 3. For your local office location, press 4. No Selection/Invalid Selection – Repeat Menu 3 times -Invalid selection after 3<sup>rd</sup> repeat-Press 2 "HEALTH BENEFIT EXCHANGE" Press 1 Press 3 "MEDICAL ASSISTANCE" "LONG TERM CARE" Press 4 "OFFICE LOCATIONS" Please enter your 5-digit zip The Customer Service center is currently closed in observance of the holiday. Please call back during business house, Monday to Friday 9 am Family Investment: Family Investment: Family Investment: Medical: Health Holiday? No Selection/Invalid Medical: Medical Medical: Long Term to 5 pm. cl Benefits Selection – Repeat Menu 3 Assistance Care Exchange No Entered Zipcode The Customer Service center is currently closed. Please call back CSC Open? M-F 8 am to 8 pm ET; Sat and Sunday 9-4 during business hours, Monday to Friday 9 am to 5 pm. Closed.wav in Find Zipcode pm ET Yes⊤ The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm Family Investmer Medical Return weekdays and weekends 9 am to 4 pm for al questions not child Not found/Invalid zip co After 3<sup>rd</sup> try support related. Found Invalid menu, press 8. To end this call, press 9. selection after After Press 1 or {COUNTY OFFICE ADDRESS FROM DB} This call maybe monitored or 3<sup>rd</sup> repeat "Repeat recorded. Information SMS: Page 1 Would you like to receive this address as a text MDDHS\_General or Press 1 or Invalid selection after MDDS\_General\_SPA IF NO INPUT OR MATCH, THEN: valid Selection - Repeat Menu 3 times NO INPUT Say, "REPEAT INFORMATION", "MAIN MENU", "END CALL". Press 1 Repeat Information Thank you. Note You can Press 1, Press 8, or Press 9,at ASR menu even though the prompt doesn't indicate that to Customer. Goodbye. selection after 3<sup>rd</sup> repeat IF NO INPUT OR MATCH, THEN: To hear this information again, press 1.
To return to the main menu, press 8. No Input Press 9 To end this call, press 9.

No Selection/Invalid Selection – Repeat Menu 3 times End Call Press 8 Main menu End Call Thank you. Entry: Main Goodbye. Menu

Medical Assistance: medical assistance, medical

Yes: Yes No: No Representative: Representative, rep End Call: End call, end Main Menu: Main Menu Yes: Si No: No CVP Page(s): MedicalAssistance Family Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, Terminar This menu option is available at any time: Investment: Medical: Medical Press 8 Main Menu: Menú principal Entry: Main Assistance or say, Menu MAIN MENU Play Special Notice: Special -TRUE MedicalAssistaNotice Notice? FALSE ▲》
Medicaid (formerly known as Medical Assistance) is a program that provides health care coverage for eligible children and adults. In general, it covers doctor's visits, prescriptions, and hospital care. \\ SMS: Page 1 would you like to receive more information about Medicaid as a Press 1, "YES" text message to your phone? - MedicalAssistMenu1.wav Thank you. 3X NO INPUT Goodbye. IF NO INPUT OR MATCH, THEN: Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times Invalid selection after 3<sup>rd</sup> repeat Press 2, "NO" Say, "REPRESENTATIVE" or "END CALL". ЗХ IF NO INPUT OR MATCH, THEN: NO INPUT Press 9 To speak with a representative, press~1.End Call To end this call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times - EndorTransfer2.way Press 1
"REPRESENTATIVE"
Invalid Selection after 3<sup>rd</sup> repeat The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am to 5 pm. closedholiday.wav in Eng or Holiday? No

> CSC Open? M-F 8 am to 8 pm ET, Sat and Sunday 9-4 pm ET

> > Yes

The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related.

This call maybe monitored or

MDDHS\_General or MDDS\_General\_SPA

recorded.

The Customer Service center is currently closed. Please call back during business hours, Monday to Friday 9 am to 5 pm. Closed.wav in Eng No: No Representative: Representative, rep End Call: End call, end Main Menu: Main Menu Yes: Si No: No CVP Page(s): HealthBenefitExchange Family Investment: Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, Terminar This menu option is available at any time: Medical: Health Benefits Press 8 Main Menu: Menú principal Entry: Main Exchange or say, Menu MAIN MENU ●))
Play Special Notice Special **←**TRUE-HealthBenefitNotice Notice? FALSE **4**》 The Maryland Health Benefits Exchange (also known as Maryland Health Connection) is Maryland's official  $health\ insurance\ marketplace\ for\ individuals\ to\ enroll\ in\ health\ insurance.\ DHS\ processes\ Maryland\ Health$  $Connection \ applications \ filed \ by \ customers \ seeking \ low-cost \ insurance \ plans.$ - HealthExchangeGeneral.wav would you like to receive more information about the Health Exchange as a text message to your phone? Thank you. SMS: Page 1 3X Goodbye. IF NO INPUT OR MATCH, THEN: 1, "YES" NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times Press 2, "NO" Say, "REPRESENTATIVE" or "END CALL". 3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 9 To speak with a representative, press 1. End Call To end this call, press 9. Invalid selection after 3<sup>rd</sup> repeat No Selection/Invalid Selection – Repeat Menu 3 times - EndorTransfer2.wav Press 1 "REPRESENTATIVE"
Invalid Selection after 3<sup>rd</sup> repeat The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am Holiday? to 5 pm. clo No The Customer Service center is currently closed. Please call back CSC Open? M-F 8 am to 8 pm ET, Sat and Sunday 9-4 during business hours, Monday to Friday 9 am to 5 pm. Closed.wav in Eng pm ET Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child

support related.

recorded.

This call maybe monitored or

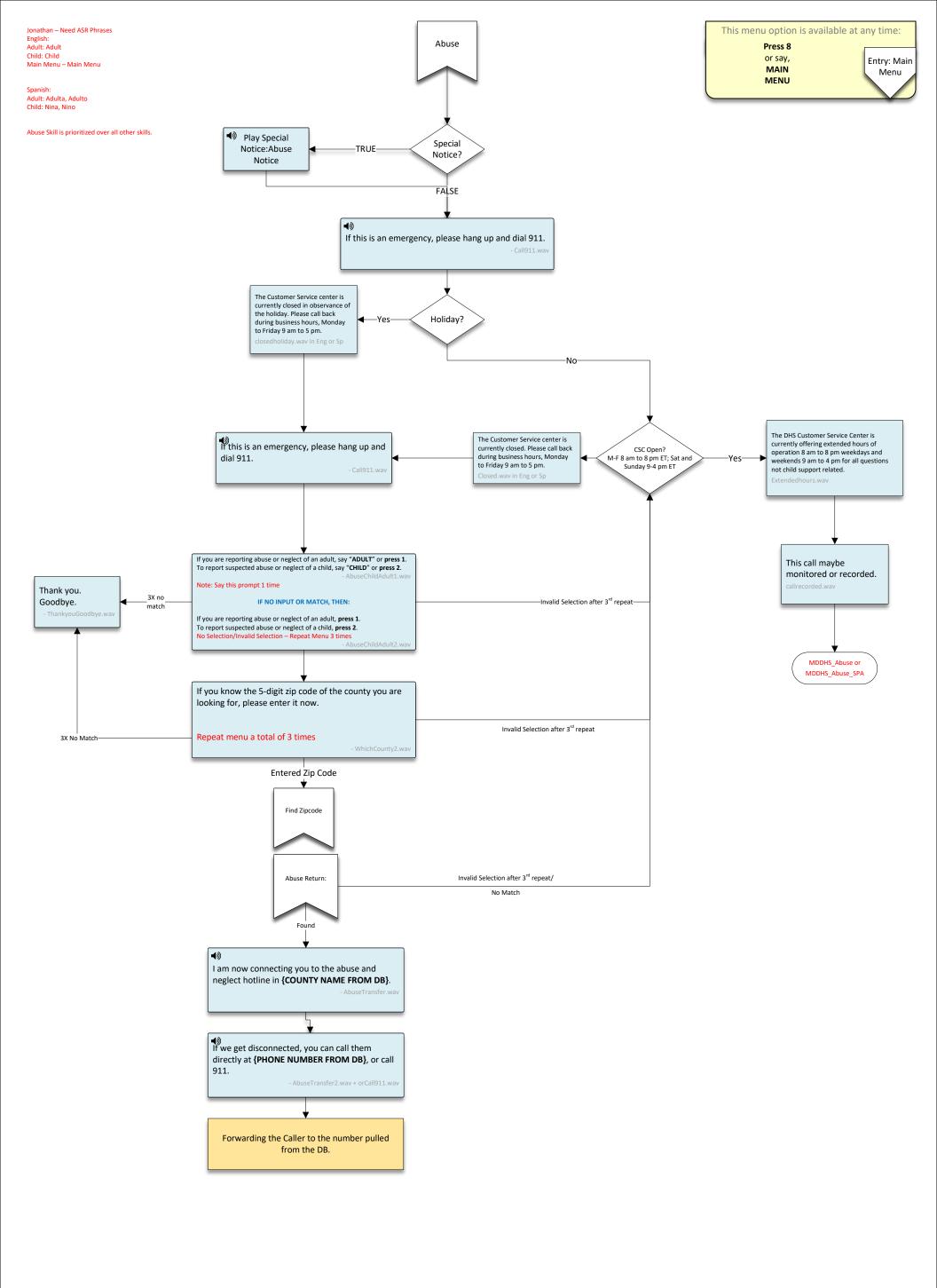
MDDHS\_General or MDDS\_General\_SPA

Yes: Yes

Representative: Representative, rep End Call: End call, end Main Menu: Main Menu In Spanish: CVP Page(s): LongTermCare Family No: No This menu option is available at any time: Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, Investment: Medical: Long Press 8 Terminar Main Menu: Menú principal Entry: Main Term Care or say, Menu MAIN MENU Play Special Notice Special -TRUE-Long Term Care NoticeNotice? FALSE Long Term Care is a medical assistance program that pays for nursing home care for eligible, low-income individuals. Would your like to receive more information about the Long Term Care Program as a text message to your phone? Thank you. 3X Goodbye. IF NO INPUT OR MATCH, THEN: NO INPUT Press 1 for yes, or 2 for no. No Selection/Invalid Selection – Repeat Menu 3 times Press 1, "YES" Press 2, "NO" SMS: Page 1 (3) Say, "REPRESENTATIVE" or "END CALL". Invalid Selection After 3<sup>rd</sup> Repeat 3X IF NO INPUT OR MATCH, THEN: NO INPUT Press 9 To speak with a representative, press 1. **End Call** To end this call, press 9. No Selection/Invalid Selection – Repeat Menu 3 times - EndorTransfer2.wav Press 1 "REPRESENTATIVE" Invalid Selection after 3<sup>rd</sup> The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am repeat Holiday? to 5 pm. cl No The Customer Service center is CSC Open? currently closed. Please call back during business hours, Monday to Friday 9 am to 5 pm. Closed.wav in M-F 8 am to 8 pm ET, Sat and Sunday 9-4 pm ET Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded.

MDDHS\_General or MDDS General SPA

Yes: Yes No: No



Child Support: Child Support, Support

Food, Cash or Energy Assistance: Food, Cash or Energy Assistance, Food, Cash, Energy

Medicaid:Medicaid

Family and Adult Services: Family and Adult Services, Family and Adult

Background Checks: Background Check, Background

More Detail: More Detail, More

Child Support: Manutención de los hijos, Apoyo

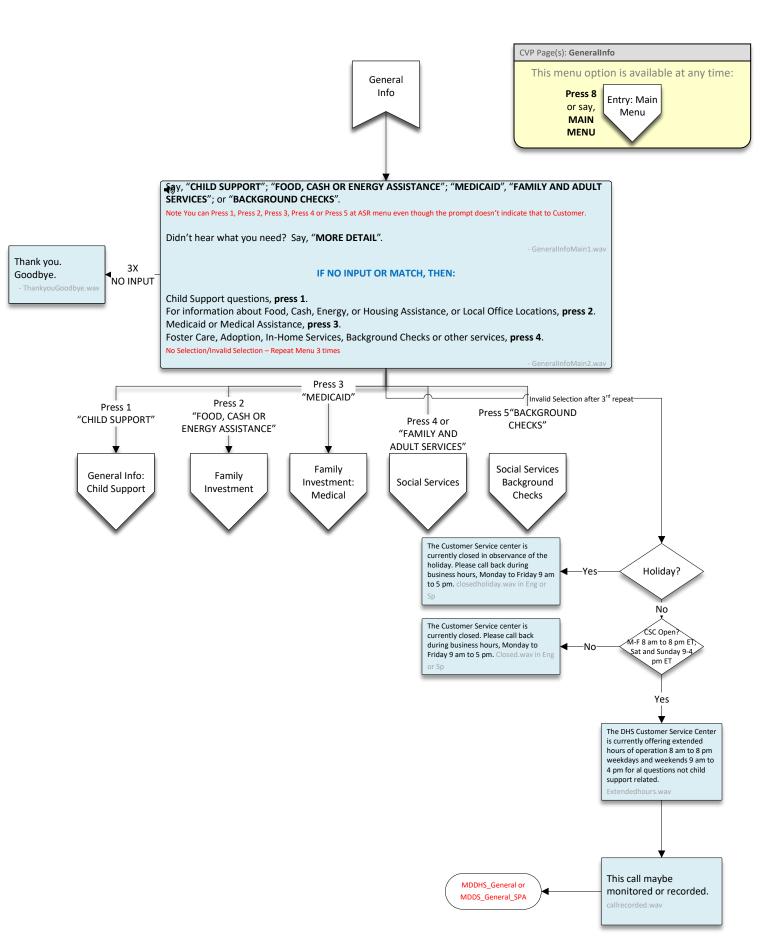
Food, Cash or Energy Assistance: Asistencia con alimentos, dinero en efectivo o energía, Comida, Efectivo, Energía

Medicaid: Seguro de enfermedad

Family and Adult Services: Servicios para familias y adultos, Familia y adulta

Background Checks: Verificación de antecedentes,

More Detail: Mas detalle, Mas

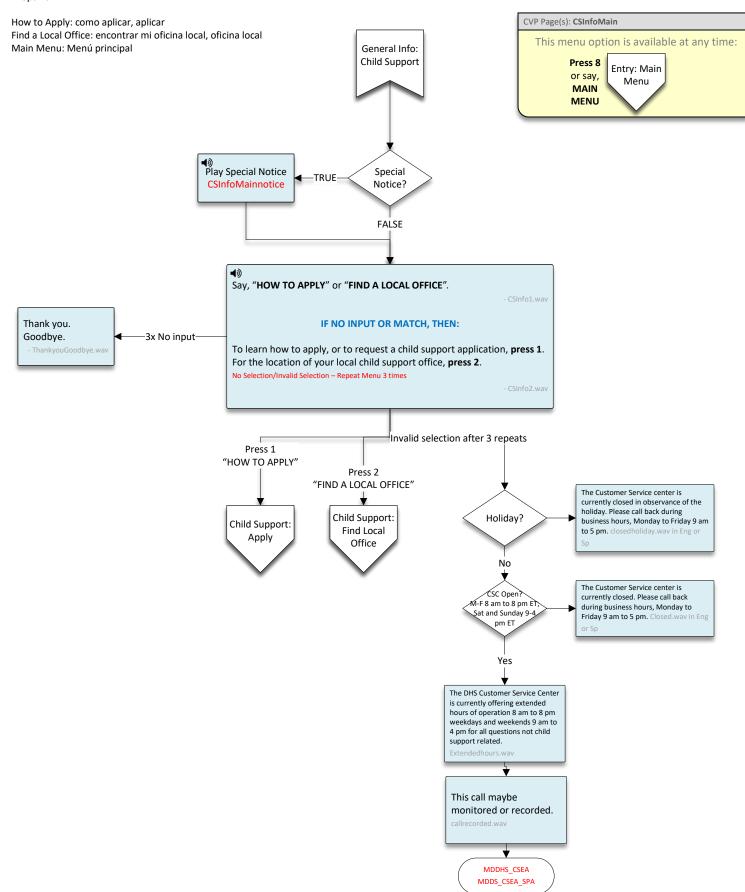


How to Apply: how to apply, apply

Find a Local Office: Find my local office, local office

Main Menu: Main Menu

#### In Spanish:



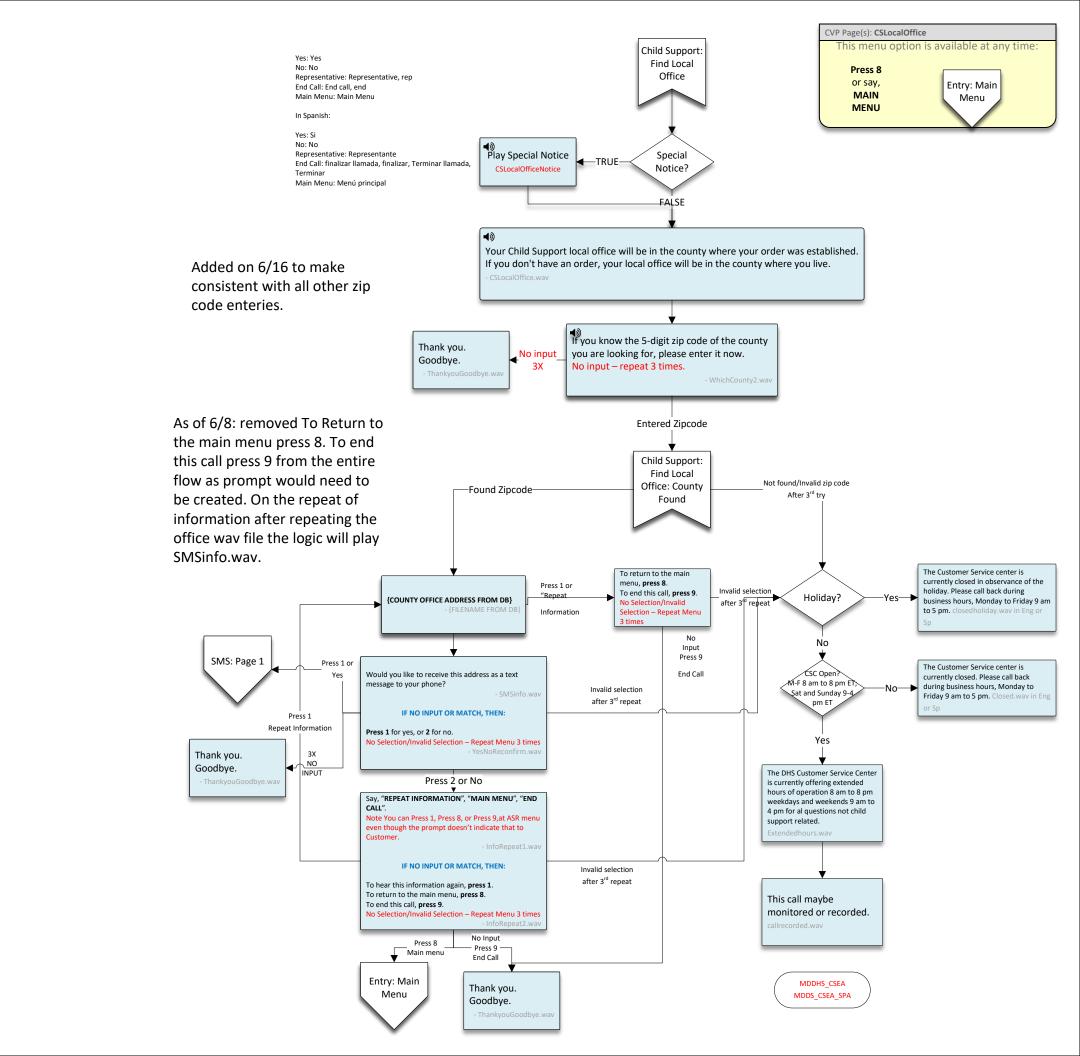
Yes: Yes No: No Representative: Representative, rep End Call: End call, end Main Menu: Main Menu Yes: Si No: No CVP Page(s): CSApplication Representative: Representante End Call: finalizar llamada, finalizar, Terminar llamada, This menu option is available at any time: Child Support: Apply Press 8 Main Menu: Menú principal Entry: Main or say, Menu MAIN MENU **♥**ay Special Notice Special -TRUE-**Child Support** Notice? application notice FALSE **4**》 Any custodian caring for a minor child, including parents, relatives, or court-appointed guardians, is eligible for child support. Services available include: establishing paternity, establishing a court order, and collecting past due payments. Fees may apply. Would you like a link to more information sent as a text message to your phone? Thank you. IF NO INPUT OR MATCH, THEN: 3X Goodbye. NO INPUT Press 1 for "YES", or 2 for "NO". No Selection/Invalid Selection – Repeat Menu 3 times YesNoReconfirm.wav Press 1, "YES"-SMS: Page 1 Press 2, "NO" Say, "REPRESENTATIVE" or "END CALL" 3X NO INPUT IF NO INPUT OR MATCH, THEN: Press 9 Invalid Selection **End Call** To speak with a representative, press 1. To end this call, press 9. After 3<sup>rd</sup> Repeat No Selection/Invalid Selection – Repeat Menu 3 times Press 1 "REPRESENTATIVE" Invalid Selection after 3<sup>rd</sup> repeat The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am Holiday? to 5 pm. cl No The Customer Service center is CSC Open? currently closed. Please call back during business hours, Monday to M-F 8 am to 8 pm ET, Sat and Sunday 9-4 Friday 9 am to 5 pm. ( pm ET Yes The DHS Customer Service Center is currently offering extended Erin mentioned Child hours of operation 8 am to 8 pm weekdays and weekends 9 am to Support was extending hours of ops. Need 4 pm for al questions not child

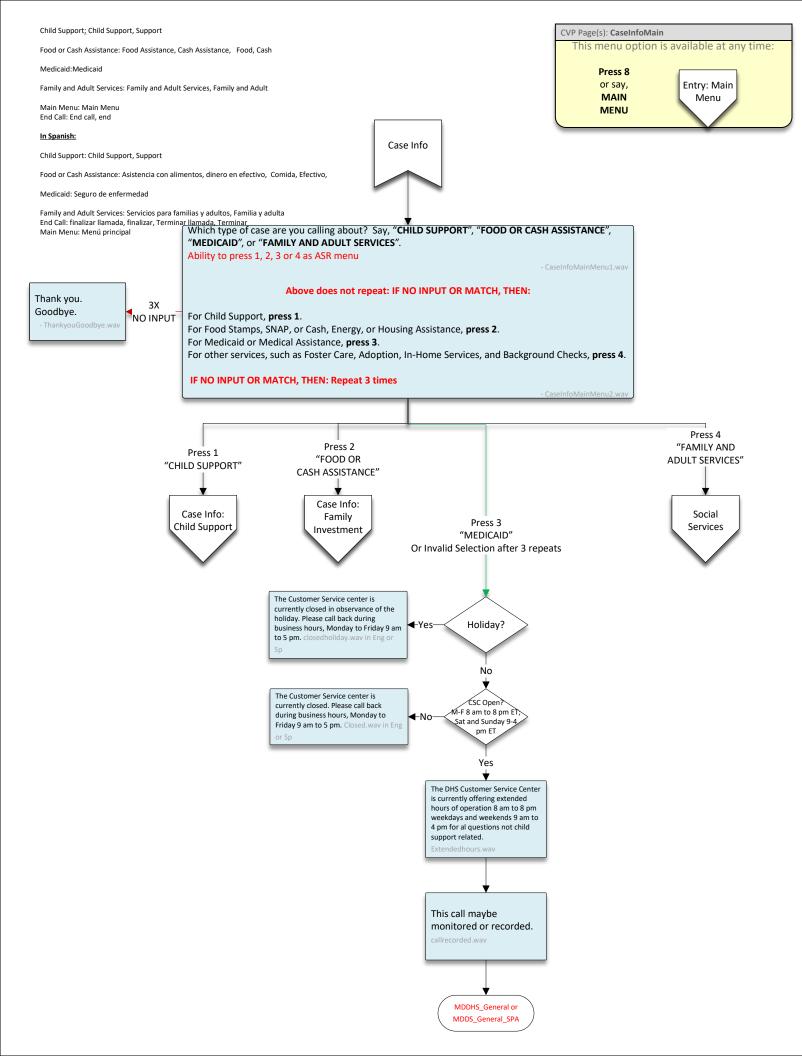
support related.

This call maybe monitored or recorded.

MDDHS\_CSEA MDDS\_CSEA\_SPA

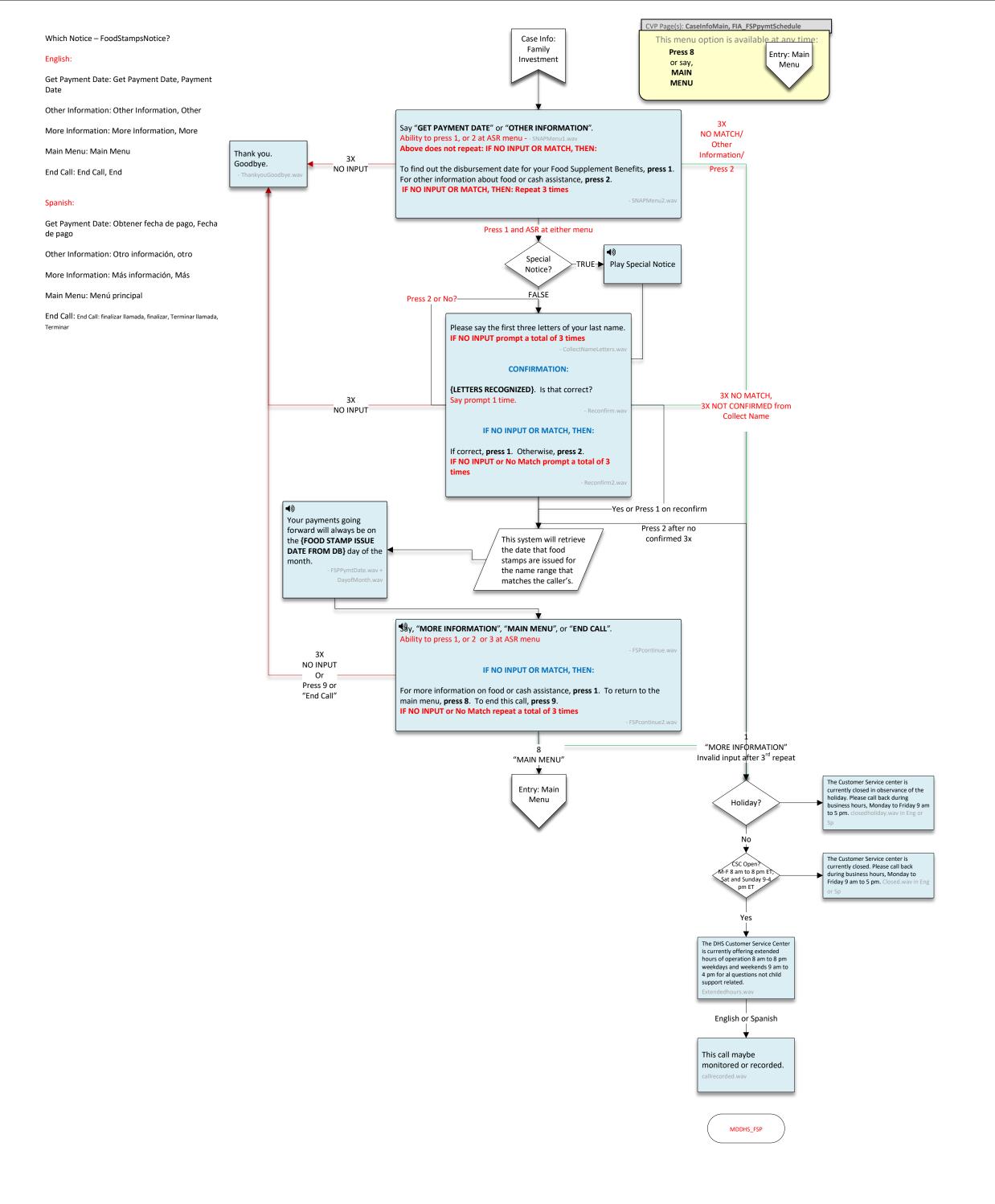
updated Extended hours.wav file for Golive





My Case Information: My Case Information, Case Information Find Local Office: Find my local office, local office Return:Return Main Menu: Main Menu CVP Page(s): CSCaseMain This menu option is available at any time: Case Info: In Spanish: **Child Support** Press 8 Employer: Empleador, Empleadora Entry: Main or say, Menu My Case Information:Información de mi caso,Información del caso MAIN MENU Find a Local Office: encontrar mi oficina local, oficina local Return:Regreso Play Special Notice Main Menu: Menú principal Special TRUE-**CS Main Notice** Notice? **FALSE**  $\P$ you are an employer or government entity calling about a child support case, say, "EMPLOYER", or If you are calling about your case information, say, "MY CASE INFORMATION", or press 2. Thank you. 3X For local office hours and locations, say, "FIND LOCAL OFFICE", or press 3. Goodbye. NO INPUT To return to the previous menu, say, "RETURN", or press 8. IF NO INPUT OR MATCH, THEN: Repeat 3 times. Press 2 Press 1 "MY CASE INFORMATION" "REPRESENTATIVE" Invalid Selection after 3<sup>rd</sup> repeat Press 3 "FIND LOCAL OFFICE" The Customer Service center is currently closed in observance of the Child Support: holiday. Please call back during Child Support Find Local Holiday? business hours, Monday to Friday 9 am Office to 5 pm. clo No The Customer Service center is CSC Open currently closed. Please call back M-F 8 am to 8 pm ET; during business hours, Monday to Sat and Sunday 9-4 Friday 9 am to 5 pm. Closed.wav in Eng pm ET Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded. MDDHS\_CSEA MDDS\_CSEA\_SPA

Employer: Employer



Change My Information: Change My Information, Change Information Tax Refunds: Tax Refunds, Refunds, Tax Epic Card: Epic Card, Epic CVP Page(s): CSMyCase Main Menu: Main Menu This menu option is available at any time: In Spanish: FIA- Snap Press 8 Get Case Status: Obtener el estado del caso, Estado del caso, Estado Entry: Main or say, Menu Change My Information: Cambiar mi información, Cambiar información MAIN MENU Tax Refunds: evolución de impuestos,Impuesto,Reembolsos Epic Card: épica, Épica New Play Special Notice Main Menu: Menú principal Special -TRUE **CSMyCase** CSMyCase notice Notice? **FALSE** Say, "GET CASE STATUS", "CHANGE MY INFORMATION", "TAX REFUNDS", or "EPIC CARD". Ability to press 1, 2, 3 or 4 at ASR menu. Only say this once. IF NO INPUT OR MATCH, THEN: Thank you. 3X Goodbye. NO INPUT For information about payments, hearings, or other case activities, press 1. ThankyouGoodbye.wav To change an address or any other information on your case, press 2. For questions about intercepting state or federal tax refunds, press 3. To enroll in or change information about Direct Deposit or EPIC, press 4. IF NO INPUT OR MATCH repeat menu 3 times.- CSMyCase2.wa Press 2 "CHANGE MY INFORMATION" Press 3 Press 1 "GET CASE STATUS" "TAX REFUNDS" Invalid Selection after 3<sup>rd</sup> repeat Press 4 "EPIC CARD" Child Support: The Customer Service center is Child Support: currently closed in observance of the 2-Factor Auth Electronic holiday. Please call back during Tax Refunds Holiday? Payments business hours, Monday to Friday 9 am to 5 pm. No **AUTHENTICATED** The Customer Service center is CSC Onen currently closed. Please call back M-F 8 am to 8 pm ET; during business hours, Monday to Sat and Sunday 9-4 Friday 9 am to 5 pm. Closed.wav in Eng Child pm ET Support: Info: Page 1 Yes The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. Extendedhours.wa This call maybe monitored or recorded. MDDHS\_CSEA MDDS CSEA SPA

Get Case Status: Get Case Status, Case Status, Status

MDDHS\_CSEA
MDDS\_CSEA\_SPA

This call maybe
monitored or recorded.
callrecorded.wav

The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related.
Extendedhours.wav

The Customer Service center is

Friday 9 am to 5 pm. Close

currently closed. Please call back

during business hours, Monday to

CSC Open?

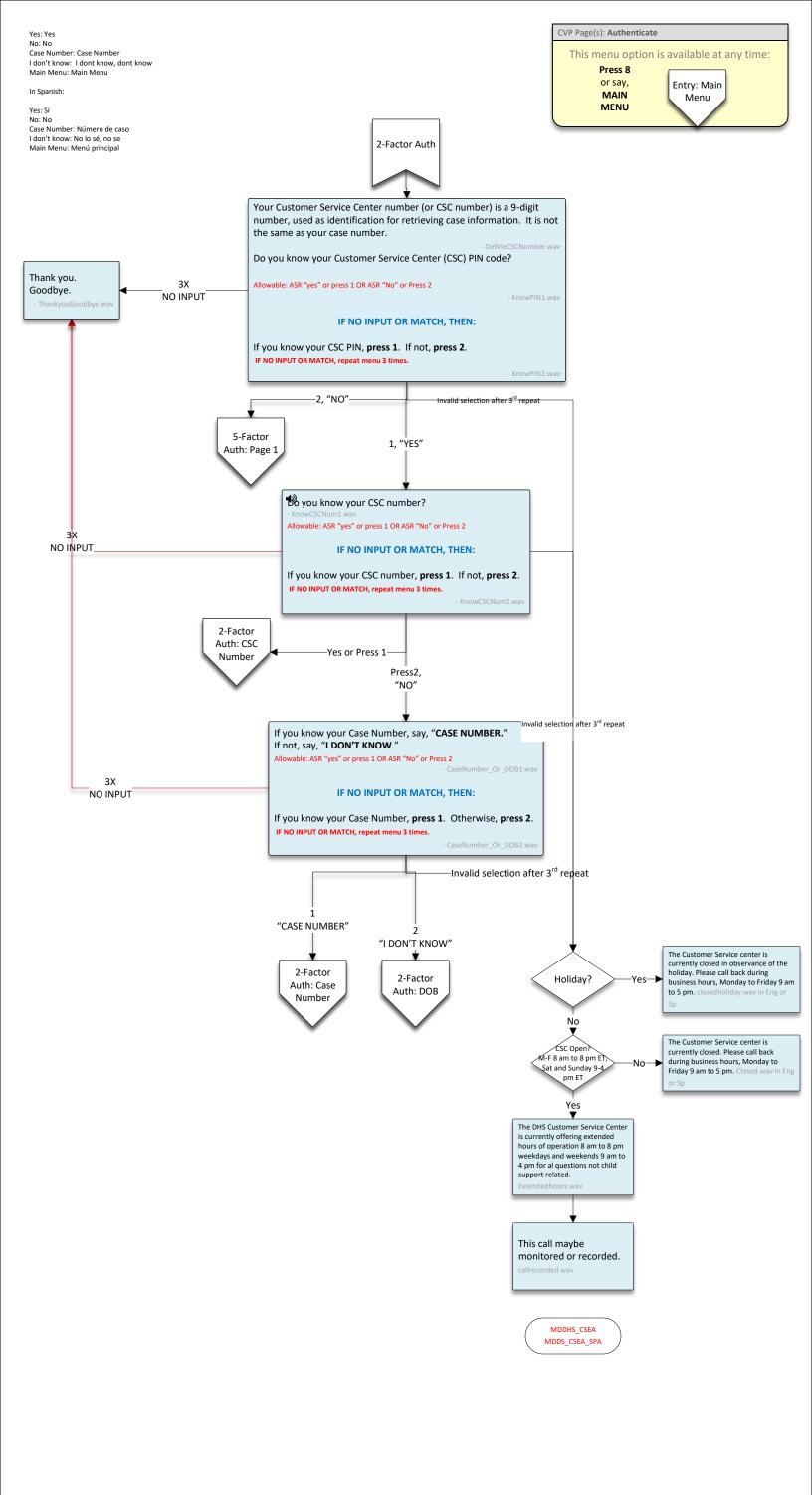
M-F 8 am to 8 pm ET;

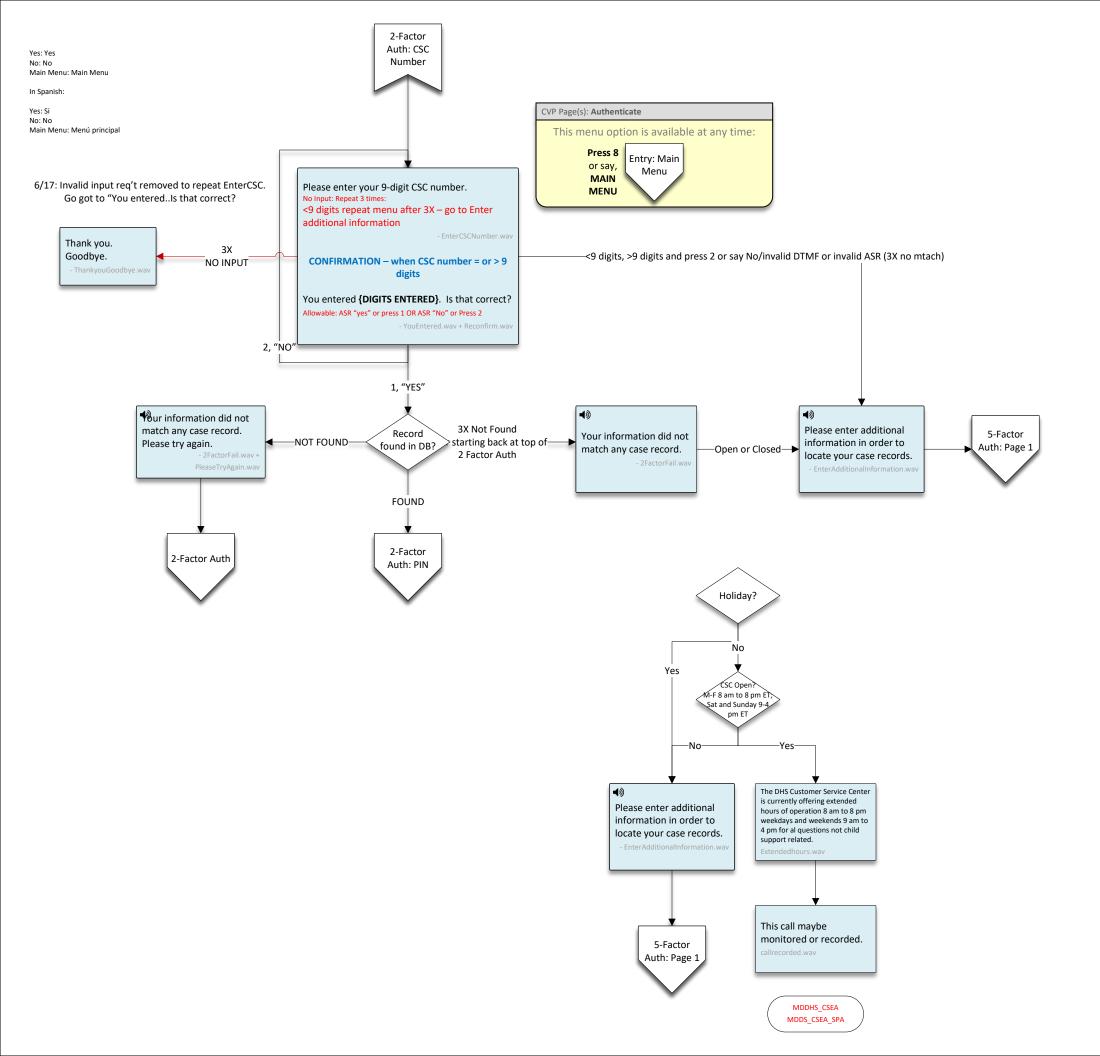
pm ET

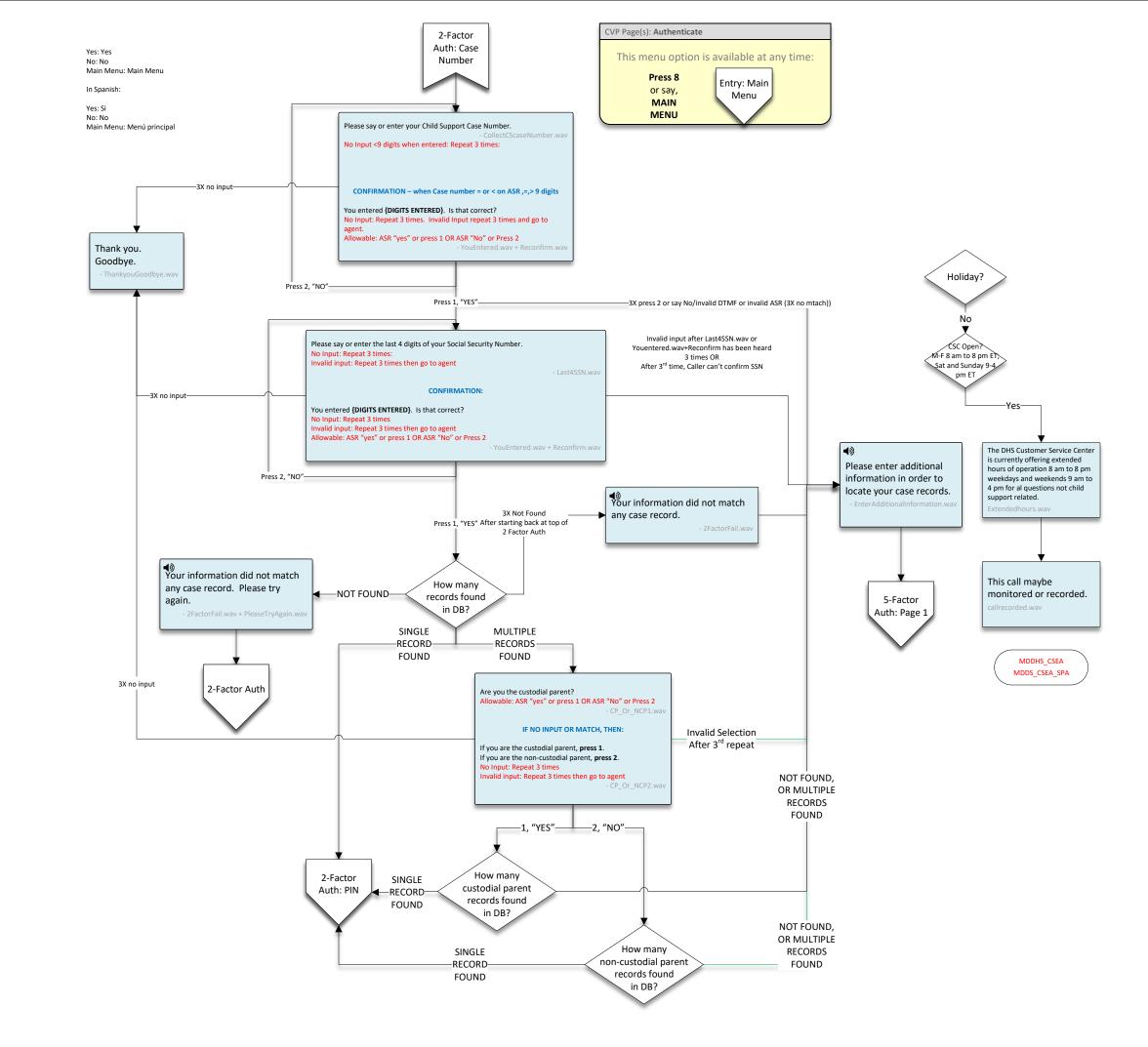
at and Sunday 9-4

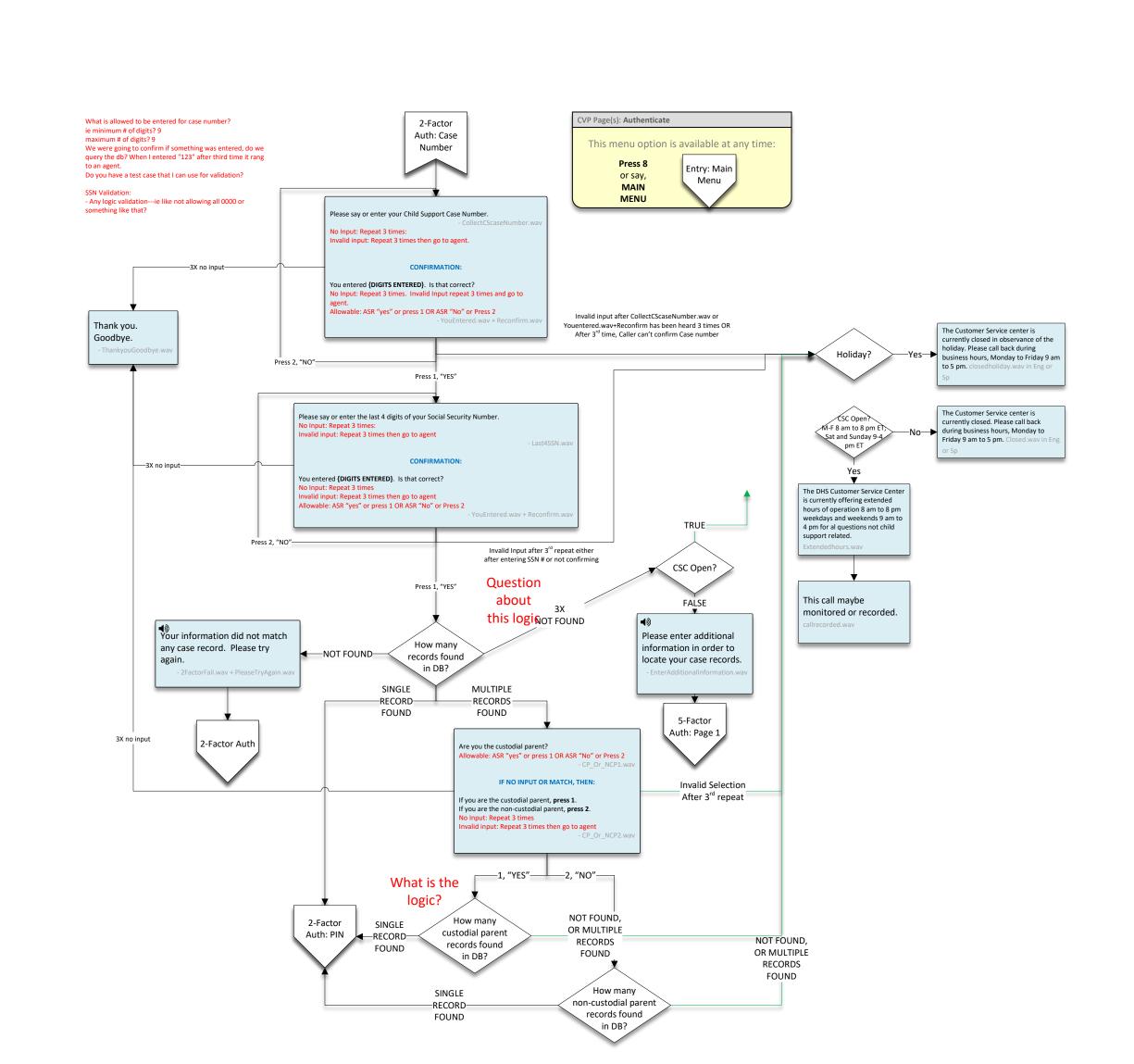
This call maybe monitored or recorded.

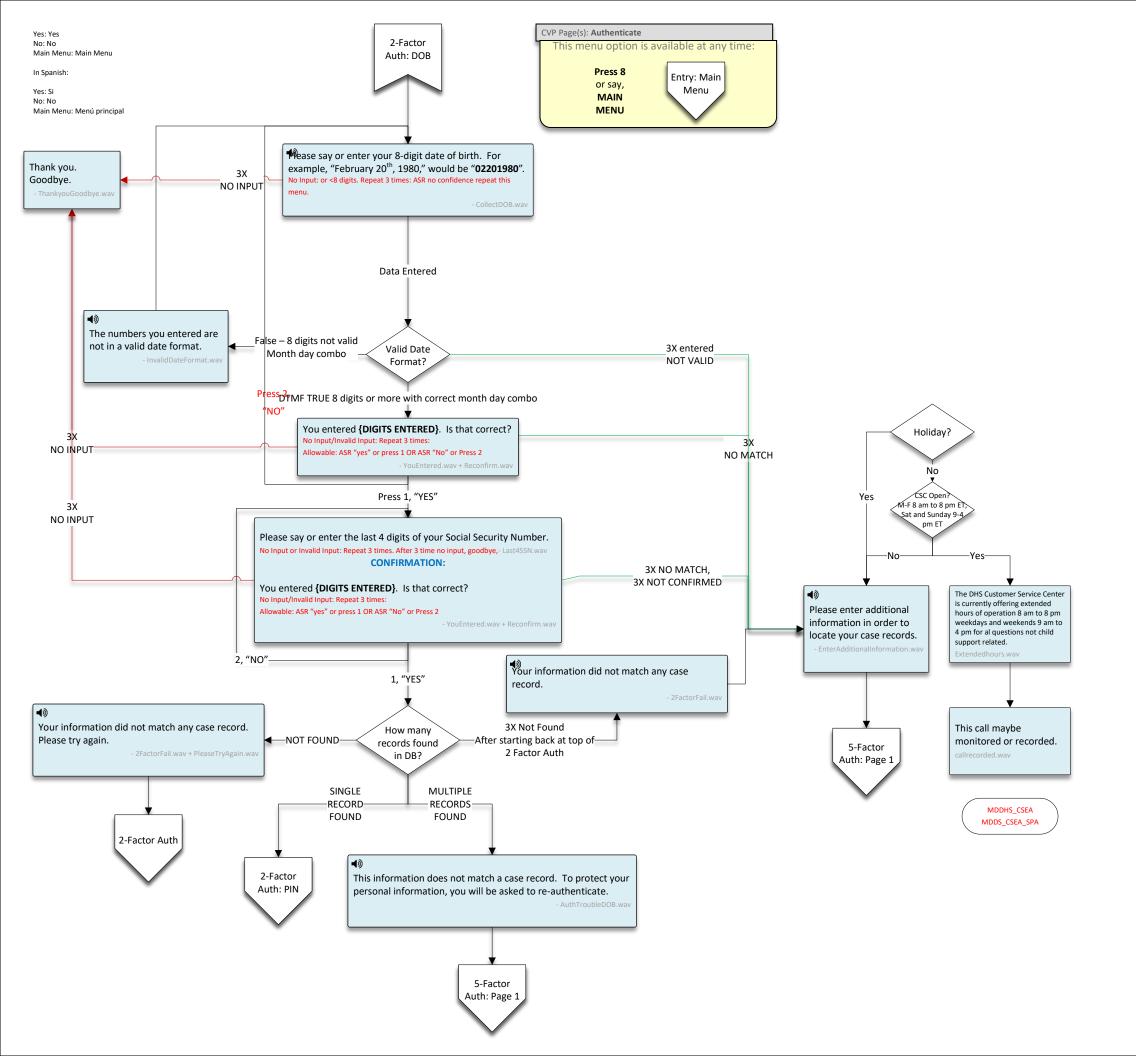
MDDHS\_CSEA MDDS\_CSEA\_SPA





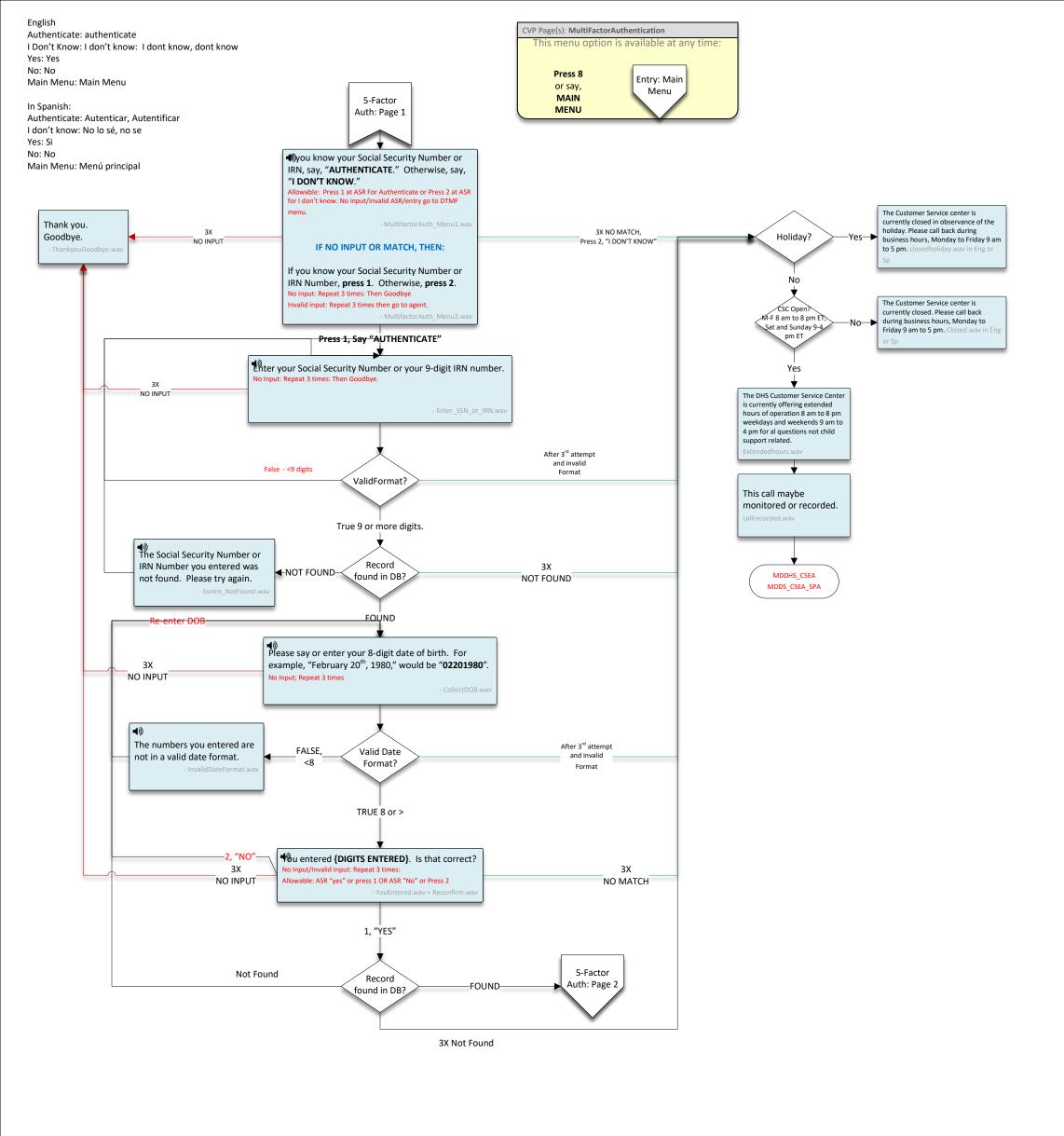


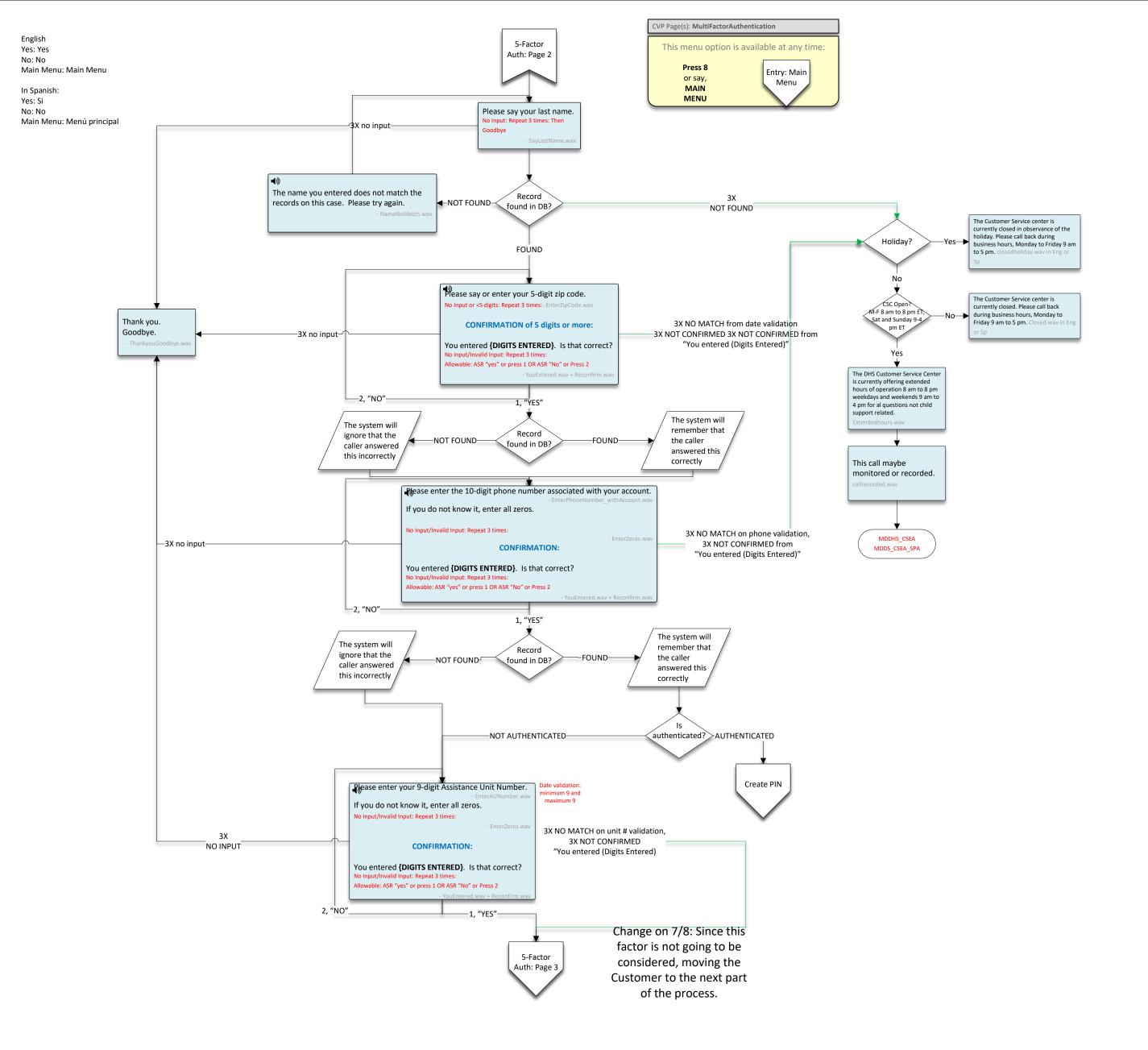


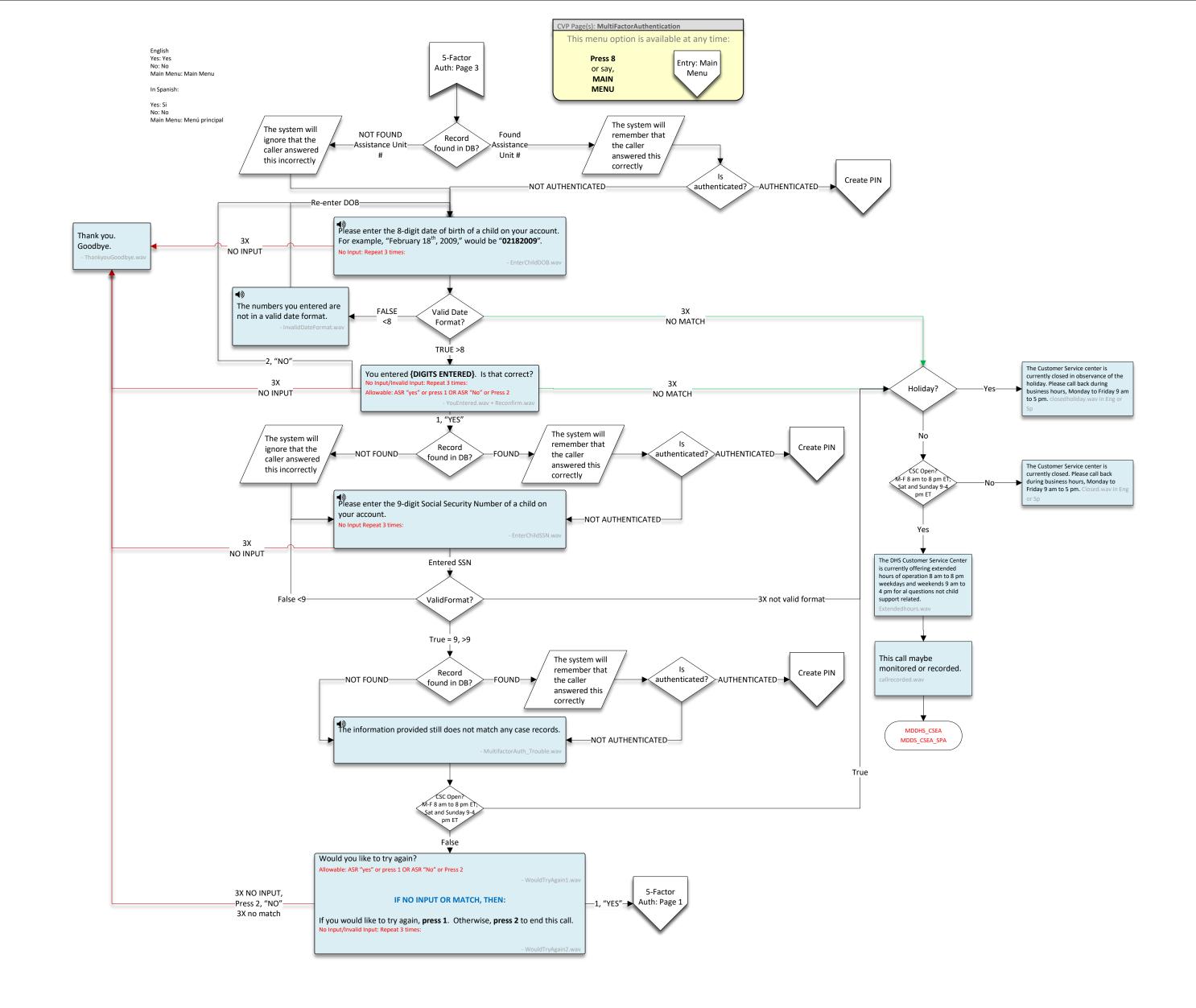


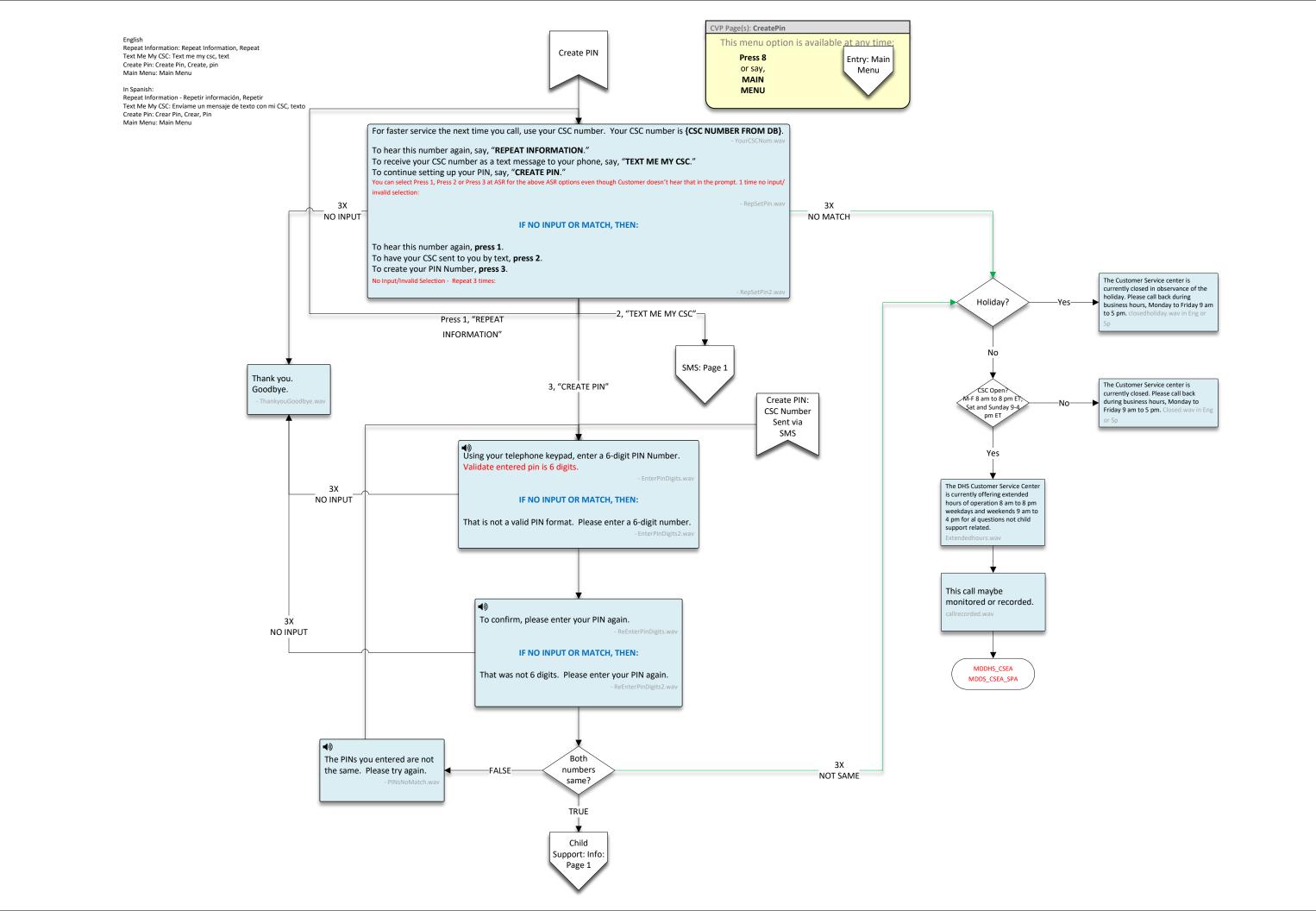
Yes: Yes No: No Main Menu: Main Menu CVP Page(s): Authenticate In Spanish: This menu option is available at any time: 2-Factor Yes: Si Auth: PIN Press 8 No: No Entry: Main or say, Main Menu: Menú principal Menu MAIN MENU Thank you. Please enter your 6-digit PIN. 3X Goodbye. No Input: Repeat 3 times: Invalid input: Repeat 3 times-NO INPUT The PIN you entered is incorrect. Please try again. 3X Record NO MATCH Holiday? NOT FOUND found in DB? NOT FOUND CSC Open M-F 8 am to 8 pm ET Sat and Sunday 9-4 pm ET FOUND/ Yes/No Authenticated Child Support: Info: -No/Yes-Page 1 The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. ◆ PIN you entered is incorrect. You will be asked for additional information to confirm your identity, and reset your - IncorrectPIN\_ResetPIN.wav This call maybe monitored or recorded. 5-Factor Auth: Page 1 MDDHS\_CSEA MDDS\_CSEA\_SPA

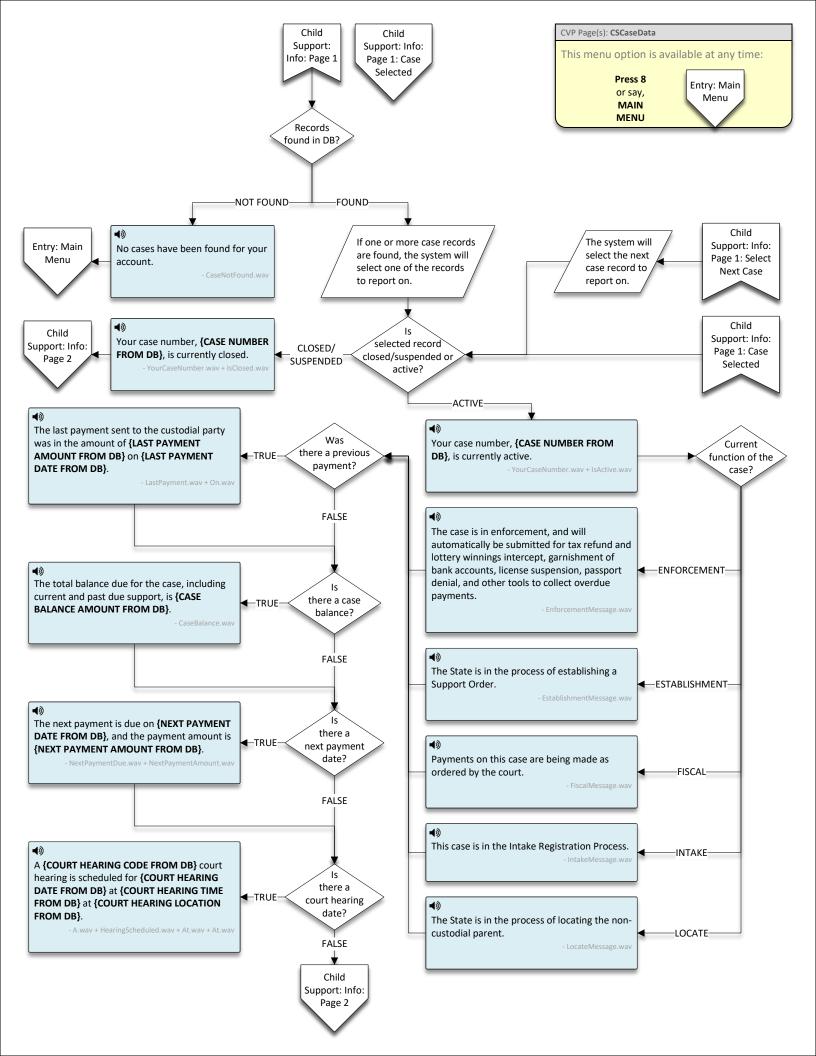












Find out More: find out more, more Return: Return Next Case: next case, next Main Menu: Main Menu End Call: End Call. End CVP Page(s): CSCaseData Child This menu option is available at any time: Find out More: Saber más, mas Support: Info: Return:Regreso Press 8 Page 2 Entry: Main or say, Next Case: Siguiente caso: Próximo Menu MAIN MENU Main Menu: Menú principal End Call: End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Are there additional case records? True -FALSE-For more information about this case, say, "FIND OUT MORE." For more information about this case, say, "FIND OUT MORE." Say, "RETURN" to return to the previous menu, or "END CALL" to end this call. Say, "RETURN" to return to the previous menu, or "END CALL" to end this call. You can select Press 1, Press 2, Press 7 or Press 9 at ASR for the above ASR options even though You can select Press 1, Press 2, Press 7 or Press 9 at ASR for the above ASR options even though Customer doesn't hear that in the prompt. 1 time no input/invalid selection: Customer doesn't hear that in the prompt. 1 time no input/invalid selection: 3X 3X Thank you. No Input No Input Goodbye. IF NO INPUT OR MATCH, THEN: IF NO INPUT OR MATCH, THEN: Press 9 Press 9 End Call **End Call** For more information about this case, **press 1**. For more information about this case, press 1. Press 7 to return to the previous menu, or 9 to end this call. For information about another case, press 2. No Input/Invalid Selection - Repeat 3 times: Press 7 to return to the previous menu, or 9 to end this call. No Input/Invalid Selection - Repeat 3 times: Invalid Selection after 3<sup>rd</sup> Repeat Press 1 Press 7 -Invalid Selection after 3<sup>rd</sup> Repeat-Return Find out More Press 1 Press 7 Find out More Return Child "NEXT CASE" Support: Child Support More Info Child Child Support: Info: Support: Child Support Page 1: Select More Info Holiday? Next Case The Customer Service center is currently closed in observance of the holiday. Please call back during No business hours, Monday to Friday 9 am to 5 pm, closedholiday, way in Eng CSC Open? M-F 8 am to 8 pm ET, Sat and Sunday 9-4 Closed pm ET Open The Customer Service center is currently closed. Please call back during business hours, Monday to The DHS Customer Service Center Friday 9 am to 5 pm. Closed.wa is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded. MDDS\_CSEA\_SPA

Received from Non-Custodial Parent: Received from non-custodial Parent, Non-custodial parent, received Income Witholding: Income withholding, income, withholding Detailed Account Balances: detailed account balances, account balances CVP Page(s): MoreCSCaseInfo Next Case: next case, next Child This menu option is available at any time: Input Number: input number, input Main Menu: Main Menu Support: Press 8 More Info Entry: Main End Call: End Call, End or say, Menu MAIN Sent to Custodian: Enviado al custodio, Custodio MENU Received from Non-Custodial Parent: Recibido de un padre sin custodia, Sin custodia, recibió For more payment information on this case, say, "SENT TO CUSTODIAN", "RECEIVED FROM Income Witholding: Retención de ingresos, Ingreso, reteniendo NON-CUSTODIAL PARENT", "INCOME WITHHOLDING", or "DETAILED ACCOUNT BALANCES." To hear about another case, say, "NEXT CASE." Detailed Account Balances: Saldos de cuenta detallados, Saldos de cuentas To select a specific case by case number, say, "INPUT NUMBER." Next Case: Siguiente caso: Próximo To end this call, say, "END CALL." You can select Press 1,Press 2, Press 3, Press 4, Press 5, Press 6 or Press 9 at ASR for the above ASR options even though Input Number: Número de entrada, Aporte Customer doesn't hear that in the prompt. 1 time no input/invalid selection: End Call: End Call: finalizar llamada, finalizar, Terminar llamada, Terminar NO INPUT IF NO INPUT OR MATCH, THEN: Press 9 Payments sent to the custodial party? **Press 1**. End Call Recent payments received from the non-custodial party? **Press 2**. To learn if the non-custodial parent's wages are being garnished, **press 3**. For the amounts due by account type, **press 4**. For the next case, **press 5**. To select a specific case by case number, press 6. To end this call, press 9. 3X Invalid Input No Input/Invalid Selection - Repeat 3 times: "DETAILED ACCOUNT "INCOME BALANCES" WITHHOLDING" "RECEIVED FROM "SENT TO CUSTODIAN" NON-CUSTODIAL "NEXT CASE" PARENT" "INPUT NUMBER" 3X Invalid Input Child Support: Child Thank you. Child Support: Child Support: Account Support: Info: Goodbye. Payments The Customer Service center is Balances Page 1 currently closed in observance of the holiday. Please call back during Holiday? business hours, Monday to Friday 9 am to 5 pm. closedholiday.wav in Eng The Customer Service center is CSC Open? currently closed. Please call back Please say or enter your Child Support Case Number. M-F 8 am to 8 pm ET; Closed during business hours, Monday to Sat and Sunday 9-4 No Input: Repeat 3 times: Friday 9 am to 5 pm. Closed.way pm ET NO INPUT Invalid input: Repeat 3 times then go to agent. Open Re-Enter What is allowed to be entered for Valid Number of digits case number? The DHS Customer Service Center ie minimum # of digits? 9 is currently offering extended maximum # of digits? 9 hours of operation 8 am to 8 pm Child weekdays and weekends 9 am to 4 pm for al questions not child Support: Info: support related. Record 3X Page 1: Case -FOUNDfound in DB? NOT FOUND Selected NOT FOUND This call maybe MDDHS\_CSEA monitored or recorded. MDDS\_CSEA\_SPA That Case Number is not found.

Sent to Custodian: Sent to Custodian, Sent, Custodian

Representative: Representative, Rep CVP Page(s): CSAccountDetail Repeat These Options: Repita estas opciones, Repetir, opciones Child Support: This menu option is available at any time: Main Menu: Menú principal Account Press 8 **Balances** End Call: End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Entry: Main or say, Menu Representative: Representante MAIN MENU Child **4**》 Support: Records No accounts were found for this case. NOT More Info found in DB? FOUND FOUND If one or more account balance records are found, the system will select one of the records to report on. **4**》 The balance on the {ACCOUNT TYPE FROM DB} account is {ACCOUNT BALANCE AMOUNT FROM DB}. additional TRUE account balance records? FALSE ▼

§
"REPEAT THESE OPTIONS", "MAIN MENU", "REPRESENTATIVE", or "END CALL". ou can select Press 1,Press 2, Press 3, or Press 9 at ASR for the above ASR options even though Custome doesn't hear that in the prompt. 1 time no input/invalid selection:  $\label{eq:continuous} % \begin{center} \b$ 3X Thank you. IF NO INPUT OR MATCH, THEN: NO INPUT or Goodbye. Press 9 or To hear these options again, press 1.**End Call** To return to the main menu,  ${\it press~2}.$ To speak with a representative, press 3. Press 9 to end this call. No Input/Invalid Selection - Repeat 3 times: 3X NO MATCH "REPEAT THESE OPTIONS" "MAIN MENU" "REPRESENTATIVE" The Customer Service center is currently closed in observance of the Child Entry: Main Support: holiday. Please call back during business hours, Monday to Friday 9 am Menu Holiday? More Info to 5 pm. close No The Customer Service center is currently closed. Please call back CSC Open? M-F 8 am to 8 pm ET, during business hours, Monday to Closed-Sat and Sunday 9-4 Friday 9 am to 5 pm. ( pm ET Open The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe MDDHS\_CSEA monitored or recorded. MDDS\_CSEA\_SPA

Repeat These Options: repeat these options, repeat, options

Main Menu: Main Menu
End Call: End Call, End

End Call: End Call, End Representative: Representative, Rep CVP Page(s): CSGarnish Repeat These Options: Repita estas opciones, Repetir, opciones This menu option is available at any time: Child Support: Garnishments Main Menu: Menú principal Press 8 Entry: Main or say, End Call: End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Menu MAIN Representative: Representante MENU **4**》 Is there wage There is no wage withholding on this case. withholding on this FALSEcase? TRUE **∢**》 A request to withhold wages has been sent to the non-custodial parent's employer, or a payment has been received in the last 45 days. §y "REPEAT THESE OPTIONS", "MAIN MENU", "REPRESENTATIVE", or "END CALL". u can select Press 1,Press 2, Press 3, or Press 9 at ASR for the above ASR options even though Custome doesn't hear that in the prompt. 1 time no input/invalid selection: IF NO INPUT OR MATCH, THEN: Thank you. 3X ■NO INPUT or Press 9 Goodbye. To hear these options again, press 1. Or End Call To return to the main menu, press 2. To speak with a representative, press 3. Press 9 to end this call. 1 3X "REPEAT THESE OPTIONS" NO MATCH "MAIN MENU" "REPRESENTATIVE" Child The Customer Service center is currently closed in observance of the Support: holiday. Please call back during business hours, Monday to Friday 9 am Entry: Main More Info Holiday? Menu to 5 pm. c No The Customer Service center is currently closed. Please call back during business hours, Monday to Friday 9 am to 5 pm. Closed.wav in Eng CSC Open M-F 8 am to 8 pm ET -Closedat and Sunday 9-4 pm ET Open The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. This call maybe monitored or recorded. MDDHS\_CSEA MDDS\_CSEA\_SPA

Repeat These Options: repeat these options, repeat, options

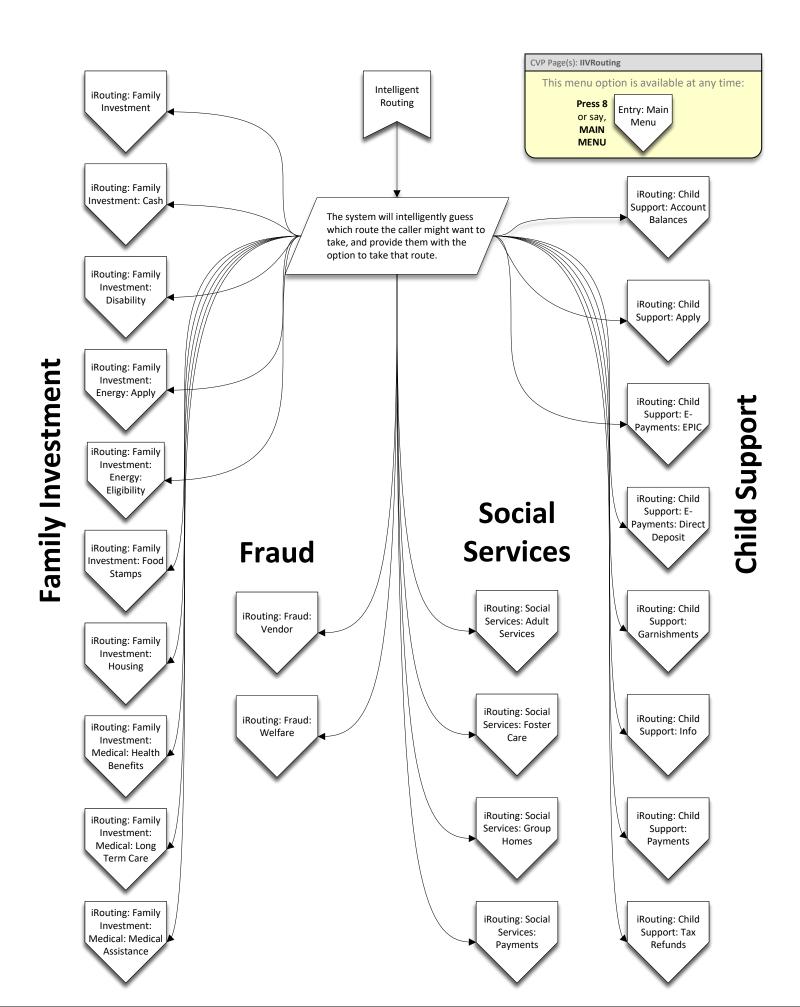
Main Menu: Main Menu

End Call: End Call, End Representative: Representative, Rep CVP Page(s): MoreCSCaseInfo Repeat These Options: Repita estas opciones, Repetir, opciones This menu option is available at any time: Main Menu: Menú principal Child Support: Payments Press 8 End Call: End Call: finalizar llamada, finalizar, Terminar llamada, Terminar Entry: Main or say, Menu Representative: Representante MAIN MENU Child **4**》 Support: NOT Records No payments were found for this account. FOUND More Info found in DB? FOUND If one or more payment records are found, the system will select one of the records to report on. The previous payments sent were in the amount of **4**》 {PAYMENT AMOUNT FROM DB} on {PAYMENT DATE FROM DB}. Are there additional payment TRUE records? FALSE \*\*Syy "REPEAT THESE OPTIONS", "MAIN MENU", "REPRESENTATIVE", or "END CALL".

You can select Press 1, Press 2, Press 3, or Press 9 at ASR for the above ASR options even though Customer doesn't hear that in the prompt. 1 time no input/invalid selection: 3X IF NO INPUT OR MATCH, THEN: Thank you. NO INPUT or Goodbye.Press 9 or To hear these options again, press 1. **End Call** To return to the main menu, press 2. To speak with a representative, press 3. Press 9 to end this call. No Input/Invalid Selection - Repeat 3 times: -3X No Match-"REPEAT THESE OPTIONS" "REPRESENTATIVE" "MAIN MENU" The Customer Service center is currently closed in observance of the holiday. Please call back during business hours, Monday to Friday 9 am Child Entry: Main Support: Holiday? Yes Menu More Info to 5 pm. clo No The Customer Service center is currently closed. Please call back during business hours, Monday to Friday 9 am to 5 pm. Closed.wav in Eng CSC Open M-F 8 am to 8 pm ET, Sat and Sunday 9-4 Closed pm ET Open The DHS Customer Service Center is currently offering extended hours of operation 8 am to 8 pm weekdays and weekends 9 am to 4 pm for al questions not child support related. Extendedhours.wav This call maybe  $monitored\ or\ recorded.$ MDDHS\_CSEA MDDS\_CSEA\_SPA

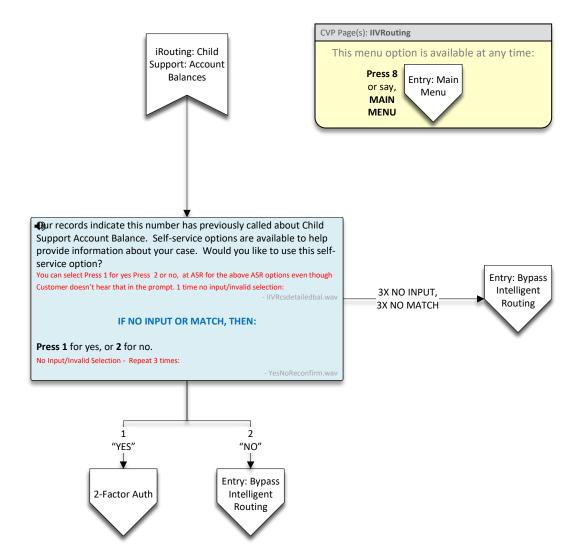
Repeat These Options: repeat these options, repeat, options

Main Menu: Main Menu



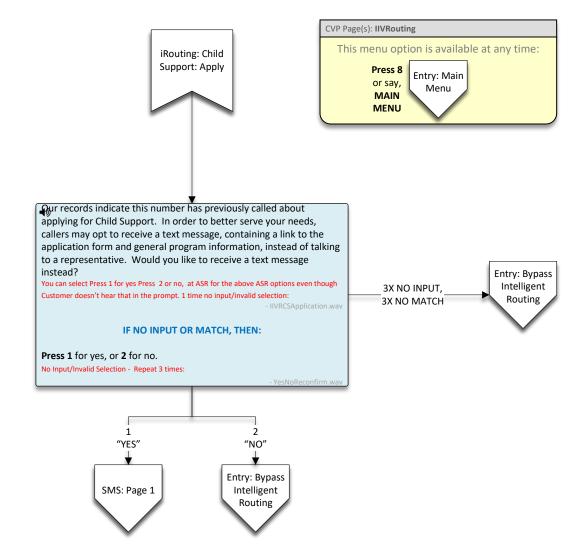
In Spanish:

Yes: Si No: No



In Spanish:

Yes: Si

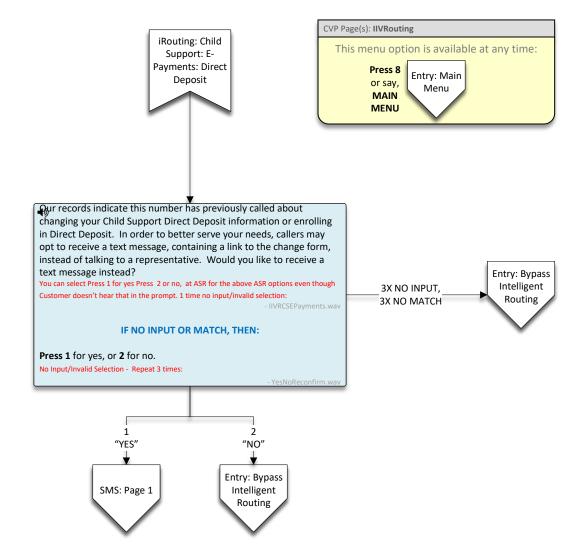


English Yes: Yes No: No

Main Menu: Main Menu

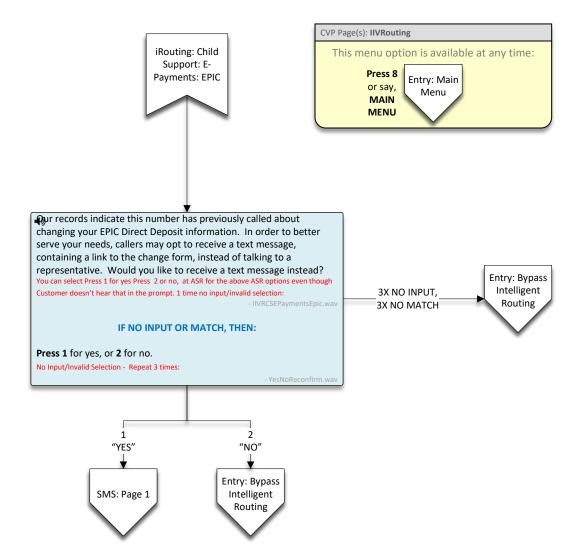
In Spanish:

Yes: Si No: No



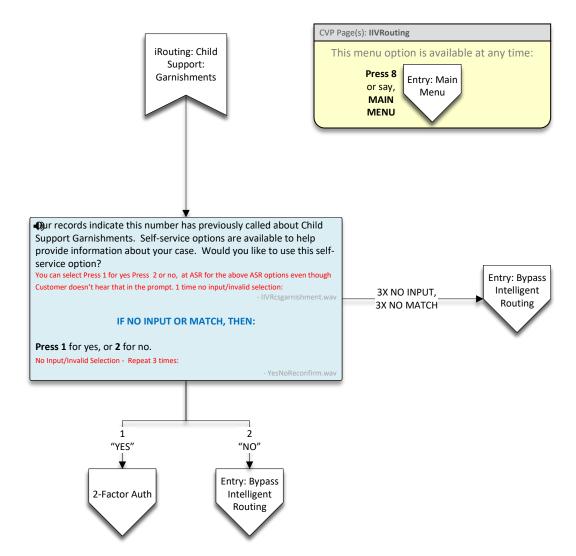
In Spanish:

Yes: Si No: No



In Spanish:

Yes: Si No: No

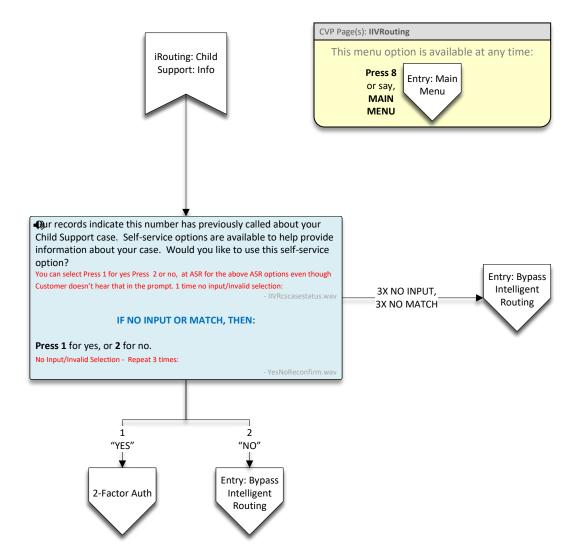


English Yes: Yes

No: No Main Menu: Main Menu

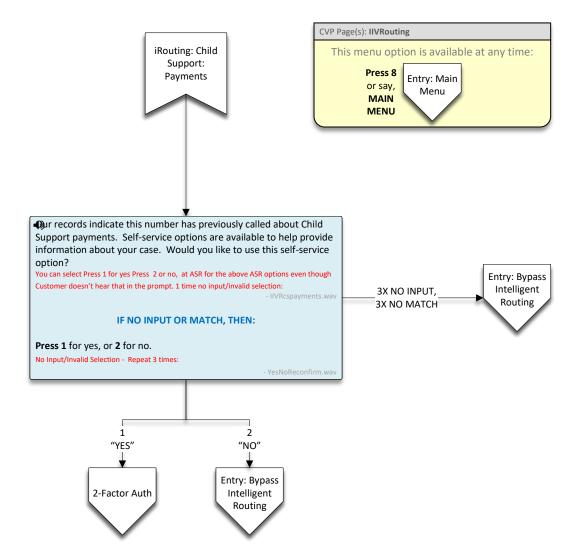
In Spanish:

Yes: Si No: No



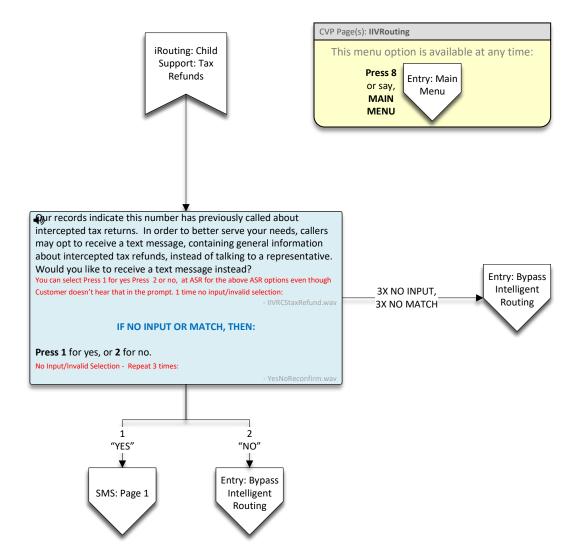
In Spanish:

Yes: Si No: No



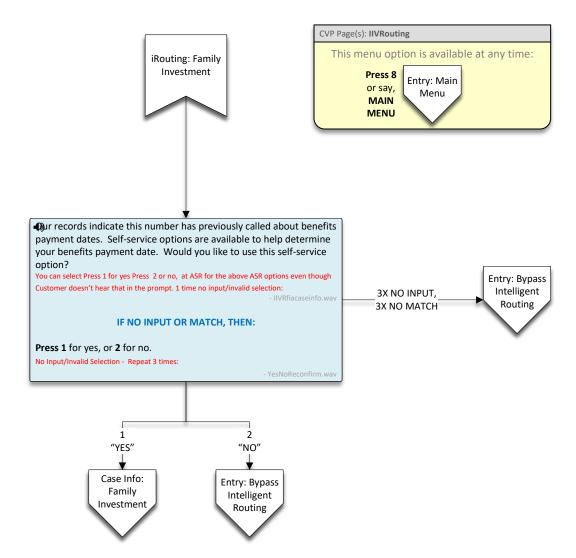
In Spanish:

Yes: Si No: No



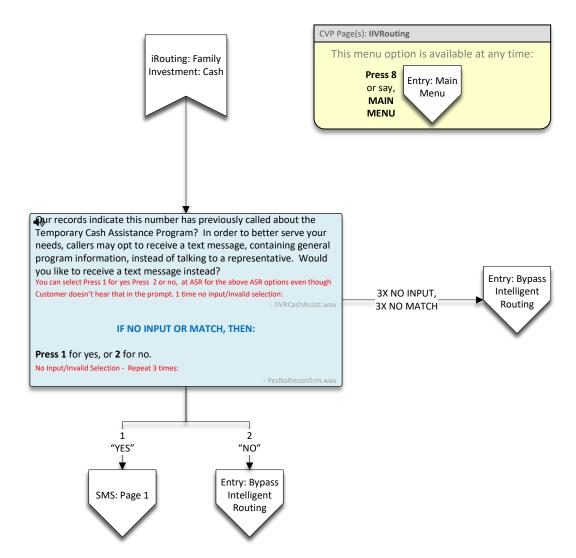
In Spanish:

Yes: Si No: No



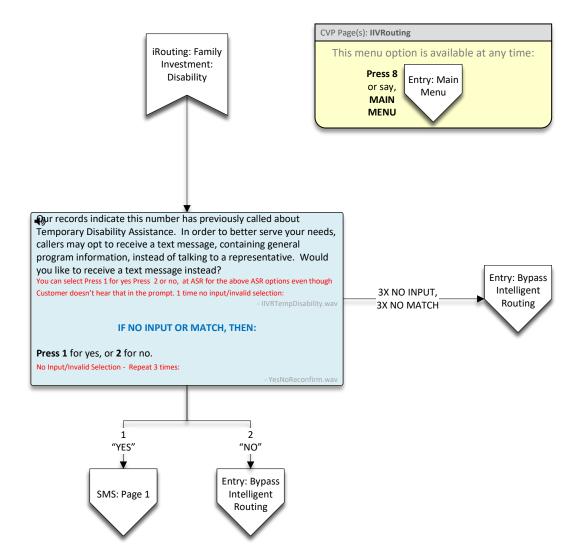
In Spanish:

Yes: Si No: No



In Spanish:

Yes: Si No: No

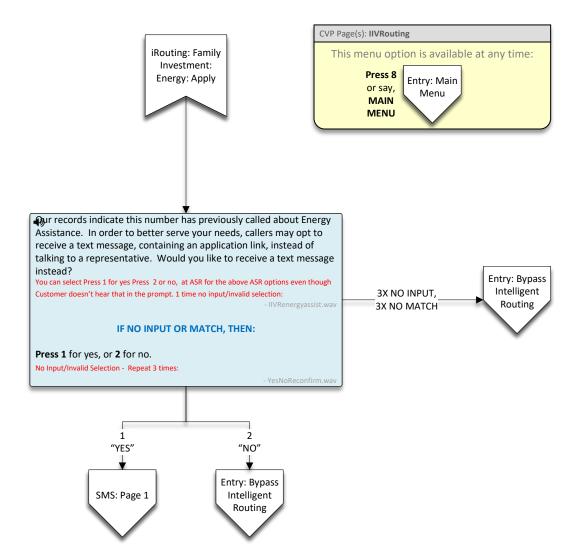


English Yes: Yes No: No

Main Menu: Main Menu

In Spanish:

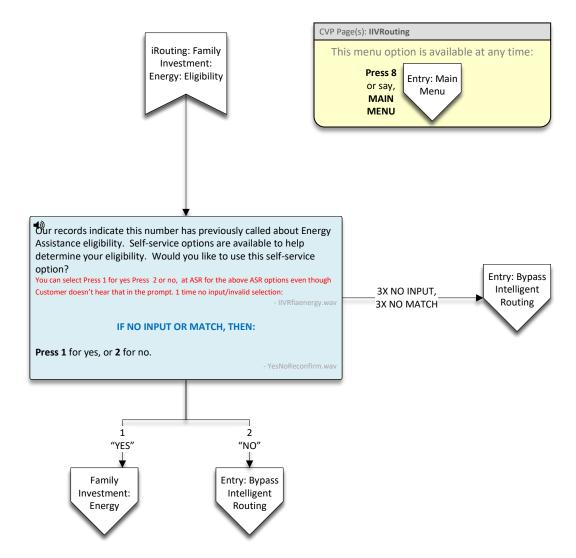
Yes: Si No: No



English No: No Main Menu: Main Menu

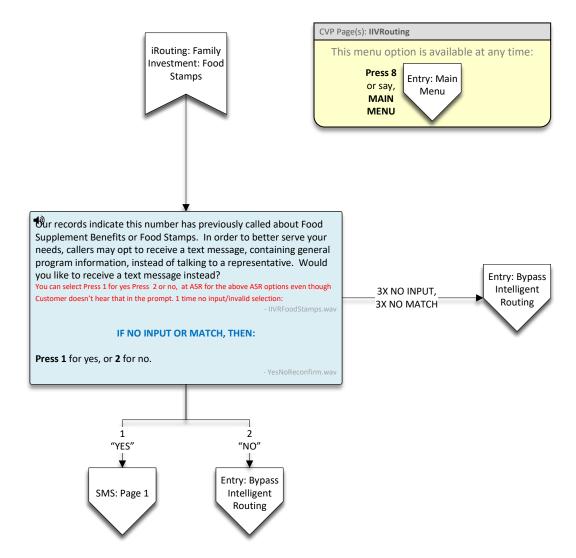
In Spanish:

Yes: Si No: No



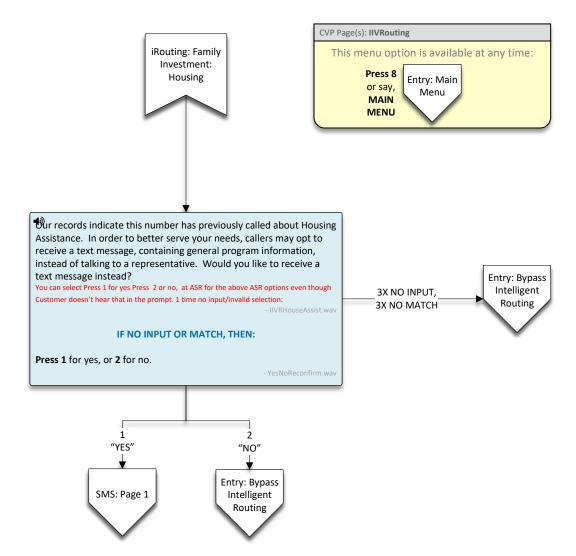
In Spanish:

Yes: Si No: No



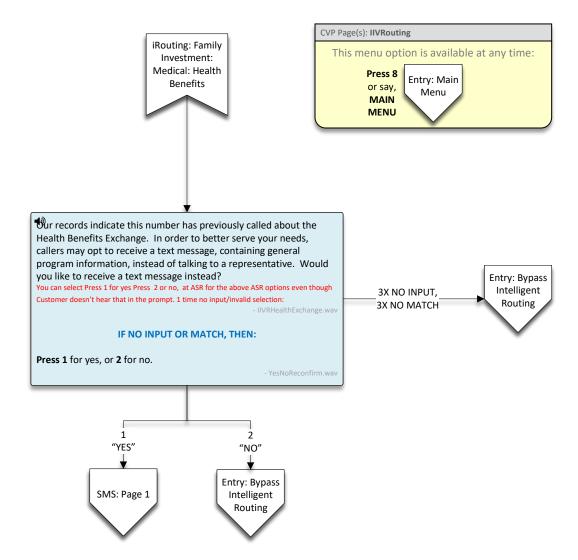
In Spanish:

Yes: Si No: No



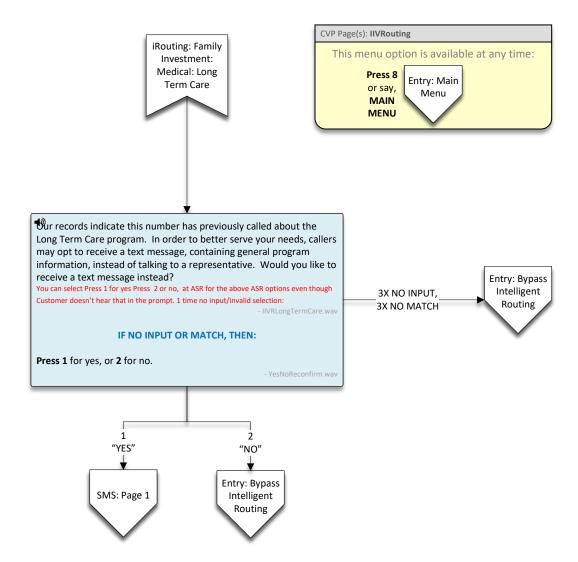
In Spanish:

Yes: Si No: No



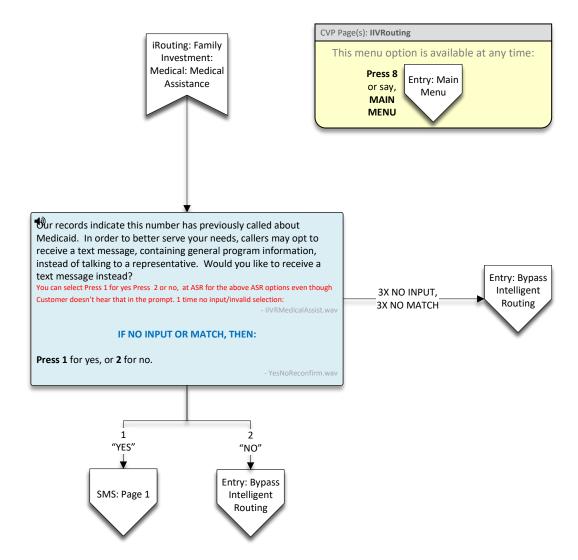
In Spanish:

Yes: Si No: No



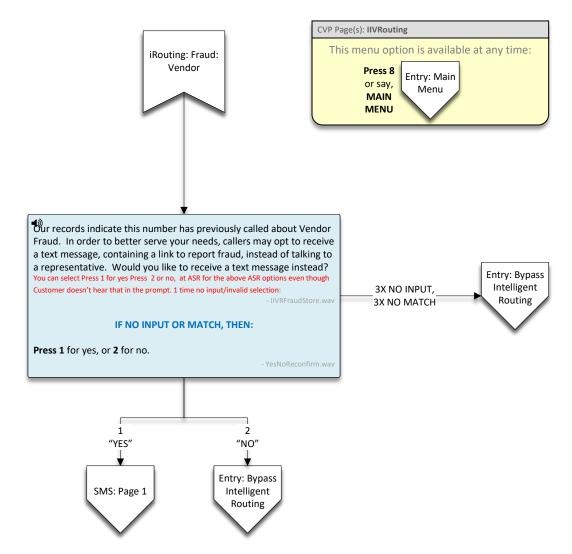
In Spanish:

Yes: Si No: No



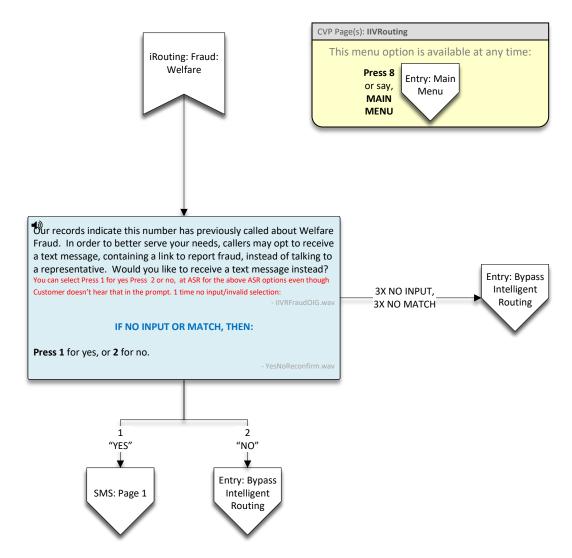
In Spanish:

Yes: Si No: No



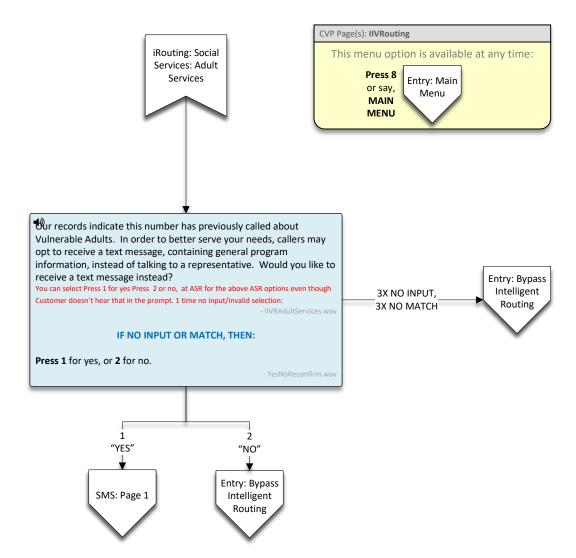
In Spanish:

Yes: Si No: No



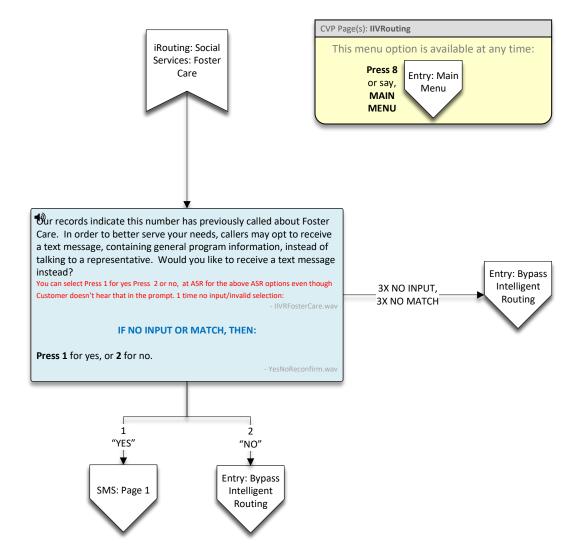
In Spanish:

Yes: Si No: No



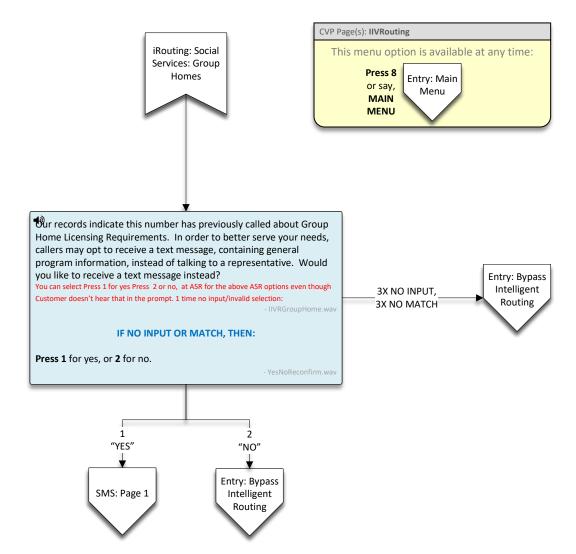
In Spanish:

Yes: Si No: No



In Spanish:

Yes: Si No: No



In Spanish:

Yes: Si No: No

